Useful Avaya Links & E-mails	
The following links require connection to the Internet!	
ATAC Call or Email US: **SMB Pre-Sales Technical Support** atac@avaya.com* 1 720-444-7700 or 888-297-4700 Hours of Operation: 9:00 am-6:00 pm EST Monday-Friday **North America Regional Access** atac@avaya.com* 1 720-444-7700 or 888-297-4700 Hours of Operation: 9:00 am-6:00 pm EST Monday-Friday **AI Regional Access** ataccala@avaya.com* 1 720-444-7700 or 888-297-4700 Hours of Operation: 9:00 am-6:00 pm EST Monday-Friday	**ATAC Call or Email US:** **EMEA Regional Access** atacemea@avaya.com* +44 1483 309078 Hours of Operation: 10:00 am-12:00 am CET, Monday-Friday **APAC Regional Access** atacapac@avaya.com* 91 2030 926555 India 65 6872 2693 Singapore Hours of Operation: 4:00 pm to 6:00 pm SGT, Monday-Friday *Please remember to include the product category in the email subject line for priority routing and handling.
Site	**Link/E-Mail**
NOTE: **For many of the links below you will first have to log into the appropriate web site e.g. BP Sales or Avaya Sales below.**	
Avaya Business Partner Portal: **Access to Avaya Business Enterprise Portal, SSO Login required!**	http://www.avaya.com/partnerportal
Avaya Sales Portal: Access to Avaya Business Enterprise Portal, **SSO Login required!**	http://www.avaya.com/salesportal
ATAC Self-Service web page to submit questions: From self-service using our online knowledgebase through live, personal assistance from an Avaya subject matter expert, the Technicenter is focused on delivering accurate, up-to-date pre-sales technical support for Avaya products.	https://atac.avaya.com/Technicenter.asp
Avaya ATAC Pre-Sales Support Registration Form: Individuals, who work for Avaya Authorized Business Partners, need to be registered with the ATAC to receive Hotline and e-mail Pre-Sales technical support. This link will take you to the registration form.	https://atac.avaya.com/BP_Reg.asp
ATAC Technicenter: The Presales Technicenter provides online, real-time, multichannel support for sales efforts through technical consultation on features and functionality of Avaya products and applications.	ATAC Technicenter
SMB Product Matrices: (must be logged into your web access page first - see note above) • IP Office Matrix ***Page down to bottom of page!***	DOWNLOAD the new R8 Matrix by Clicking here R8 Matrix
IP Office Knowledge Base: For all IP Office Documentation	http://marketingtools.avaya.com/knowledgebase/
Avaya Home Page: Main Avaya home page	http://www.avaya.com/

Avaya Support Site For documentation and software downloads	http://support.avaya.com/
Avaya eBusiness Tools Registration Info: Access to a web-based tool that will provide you with the ability to configure an IPO. **EC Voice Configuration Tool SSO Login required and registration!**	How to Register for EC Business Tools
Avaya eBusiness Tools: Access to a web-based tool that will provide you with the ability to configure an IPO. **EC Voice Configuration Tool SSO Login required!**	https://app8.avaya.com/ec/default.aspx
GRIP was introduced at Avaya as a mechanism to capture the voice of Avaya's customers, partners, and employees to accelerate innovation which ultimately helps Avaya become a more responsive solution provider. GRIP is a partnership between Sales, Services, Product Management and Development Groups so that Avaya can design, develop and deliver what our customers and the marketplace demands. GRIP is the only process where customer / partner feature / function requests are documented in one location and driven through an automated workflow process.	https://portal.avaya.com/apps/grip/partner.asp
Avaya Partner Marketing Central: Web-based tool that will provide you with easy access to marketing materials and customizable templates today. **SSO Login required!**	https://pmc.avaya.com/ui/home.aspx
Avaya DevConnect site: Main page for the Avaya DevConnect program developer and partner program. Access IP Office SDKs, API documentation and other developer oriented resources. Locate solution partners and compliance test Application Notes	www.avaya.com/devconnect
Avaya DevConnect MarketPlace: Explore and discover innovative, interoperable solutions from our extensive ecosystem of Technology Partners with the New Avaya DevConnect MarketPlace. Search for ready-made, interoperability-proven solutions to enhance your business productivity. Or, find skilled application development and integration partners who can help deliver customized solutions tailored to your unique needs. The solutions found in the DevConnect Marketplace have been chosen from thousands of compliance-tested solutions designed to help you get the most out of your investment in Avaya's communication, collaboration, contact center and networking technologies. The DevConnect Marketplace lets you learn more about our Technology Partners, their solutions and services. Download case studies and relevant collateral, review technical specifications and the results of testing with Avaya products (including access to related DevConnect Application Notes), and learn about special sales promotions available to you. When you're ready, request more information directly from these companies, or provide feedback on their products and services. Whatever the size of your business, if you're seeking broad solutions, something specific to a vertical market, or just want to see the latest innovations from Avaya's ecosystem, make the DevConnect Marketplace your destination!	https://www.devconnectmarketplace.com/

Magic on Hold BP site: You'll find one place to view and download all of the PDF equipment brochures, manuals, as well as general brochures for end users and dealers.	http://www.magic-on-hold.com/avaya/
Avaya Paging Solutions Site: Main site for Avaya Paging Solution Brochures and Documentation.	http://www.paging-solutions.com/
Avaya UPS Sizing Tool: Site to assist with designing UPS systems.	http://powerquality.eaton.com/AVAYA/Default.asp
Avaya Headset Selector Wizard: (Plantronics) Main page for Avaya Headset information.	http://www.plantronics.com/us/compatibility-guide/phone-details.jsp?_requestid=165048
Avaya University: Access to Avaya University training home page.	http://www.avaya-learning.com/
Proposal Tools and Support Proposal Suite Information for all Avaya Sales Channels The available applications include both an RFx Q&A Database search engine as well as an application known as the Proposal Wizard, used to create proactive sales proposals. Review the information below to register and get started using Proposal Suite right away.	Proposal Suite
Community for Avaya Users: Discussion forum for the full range of Avaya products run by the International Avaya Users Group.	http://www.iaug.org
Independent Sites and Forums **A number of third-party web sites and forums exist that discuss IP Office. These can act as useful sources of information about how IP Office is used. Some of these forums require you to register as a member.** **These are not official Avaya forums and their content is not monitored or sanctioned by Avaya.**	
Tek-Tips Forums: Avaya: IP Office Forum	http://www.tek-tips.com/threadminder.cfm?pid=940
IP Office Info: Information web site. Very nicely presented.	http://www.ipofficeinfo.com
Yahoo Groups: Sadly the previous Yahoo forum (groups.yahoo.com/group/ipoffice) has become overrun with spam and discussions about spam. The alternate listed here is moderated and membership is by request to the moderators.	http://tech.groups.yahoo.com/group/Avaya-IPOffice/
PBX Tech:	http://www.pbxtech.info/forumdisplay.php?f=8

AVAYA

AVAYA™ IP Office Product Matrix
November 19,2012
IP Office Release 8.1

Frank Ocasio

Kirk Kirk, Peter Gavin
ATAC - SMEC Pre-Sales Group

To the best of our knowledge, this document is based on the most current information available. Although every effort has been made to assure freedom from errors, Avaya Inc. is not responsible for the accuracy of all the information contained in this document. Please check at "marketingtools.avaya.com" or "support.avaya.com" for current IP Office documentation.

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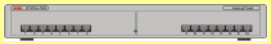
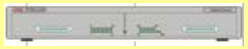
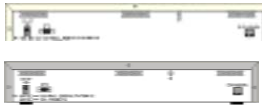
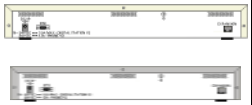
IP Office 8.0 Feature List
<---- Basic Call Handling
<---- Advanced Call Handling
<---- Key and Lamp Operation
<---- Outbound Call Handling Features
<---- Forwarding
<---- Avaya Digital and IP Phones
<---- Inbound Call Handling
<---- Contact Center Features
<---- Miscellaneous Features
<---- System Short Codes

IP Office IP 500 Control Units
The IP500 V2 control unit is compatible with all IP500 base extension and Voice Compression Modules (VCM) cards as well as all external IP500 expansion modules. The IP500 and IP500 V2 are stackable units with an optional 19" rack mounting kit and an optional wall mounting kit for smaller configurations. They provide:
<--- IP Office IP500/IP 500V2 Control Unit
<--- IP Office 500 Base Cards
<--- IP Office 500 Trunk Cards

Manufacture Discontinued The following equipment is no longer sold by Avaya but is still supported by IP Office Release 8.1	IP400 Analog Trunk 16 Module	IP400 Phone V2 Modules [8,10 & 11]	IP400 Digital Station V2 Modules [9,14]	IP400 So8 Module [12,16]	
IP500 Modules Still Sold for use on IP400 and IP500V1/V2 Control Units	**IP500 Analog Trunk 16 Module** [13,14,17] 	**IP500 Phone V2 Modules** [8,10,11, 14 & 15]	**IP500 Digital Station V2 Modules** [9,14]	**IP500 BRI So8 Module** [12,14]	**IP500 Digital Station A Modules** [14,17] 
FRONT PORTS					
Digital Station Ports	0	0	DS16 V2 or 30 V2	0	DS16A or DS30A
Analog Station Ports	0	Phone 8, 16 or 30 V2	0	0	0
Analog Trunks	16 Loop Start or Ground Start	0	0	0	0
Euro ISDN BRI "S" Ports	0	0	0	8	0
REAR PORTS					
Rear View IP400 Rear View IP500					NA
DTE Port IP400 V2	25-Way D-Type socket	9-Way D-Type socket	9-Way D-Type socket	1 - DB25	NA
DTE Port IP500V1 & V2	25-Way D-Type socket	9-Way D-Type socket	9-Way D-Type socket	1 - DB25	9-Way D-Type socket
Power Fail Over Pots	2	0	0	0	0
Wan Ports	0	0	0	0	0
Expansion Ports	1	1	1	1	1
Stations Supported					
Terminals	N/A	6211, 6219, 6221[10]	1403, 1408, 1416, DBM32[18], 2402, 2410, 2420, 4406D+, 4412D+[1], 4424D+[2], 4450DSS[3&4], 5402, 5410, 5420 ,EU24[3&5], 6408D+[20], 6416D+[20], 6416D+M[20], 6424D+M[20] & XM24[3&6], 3810, T3 Compact, Classic, Comfort, T3 DSS	N/A	M-Series and T-Series digital stations 4100 and 7400 Series with Digital Mobility Solution (DMS)[19]

Included with Module					
Power Supply Unit	YES	YES	YES	YES	YES
Power Lead - As of July 1, 2002, the power cord must be ordered separately. The base units and all other module prices have been reduced accordingly.	**NO**	**NO**	**NO**	**NO**	**NO**
Interconnect cable (Blue, for linking back to base unit)	YES	YES	YES	YES	YES
Maximum Expansion Modules per IP-Office Systems					
IP Office 500, IP500V2	12 [17]	12 [17]	12 [17]	12 [17]	12 [17]
IP Office 403	3	3	3	3	0
IP Office 406	6	6	6	6	0
IP Office 412	12	Any combination of 8,16 or 30 port modules not to exceed 360 ports	Any combination of 16 or 30 port modules not to exceed 360 ports	12	0
Rack Mounting [7]					
Rack Size	19"	19"	19"	19"	19"
Space on Rack	2U	2U	2U	2U	2U

Notes

1. A maximum of twenty-seven 4412D+ telephones are supported on the DS30 (version 2) expansion module at PCS level 5. Earlier DS30 expansion modules will only support sixteen of these telephones.

2. A maximum of twenty-seven 4424D+ telephones are supported on the DS30 (version 2) expansion module at PCS level 5. Earlier DS30 expansion modules will only support sixteen of these telephones.

3. DSS4450, XM24 and EU24 requires external power supply to the Telephone set it's attached to.

4. IP Office supports a maximum two 4450 units on each Digital Station expansion module, including the 406 V2 control unit, Maximum 10 4450 units per system

5. IP Office supports a maximum of eight EU24/EU24 BL's on each IP Office system.

6. IP Office supports a maximum two XM24 units on each Digital Station expansion module, including the 406 V2 control unit. Maximum 10 XM24 units per system

7. The IP Office control units and expansion modules are designed to be stacked free-standing. However they can also be rack mounted using optional rack mounting kits. The Small Office Edition cannot be rack mounted but can be wall mounted if required. The IP500 expansion modules use IP500 Rack Mounting Kit (SAP 700429202). IP500, IP500 V2 control units and IP500 external expansion modules can also be wall mounted. IP500 Wall Mounting Kit V2 (SAP Code 700500923) IP500 Wall Mounting Kit (SAP Code 700430150)

8. Phone (V2) Modules are supported by IP Office Software Release 3.0(44) onwards and also by the August 2005 Administration Maintenance Release Software R2.1(44).

9. DS (V2) Modules are supported by IP Office Software Release 2.1(31), 3.0 and 3.0(DT) and above.

10. Avaya would like to stress that although most analog phones will work on IP Office - Avaya cannot guarantee that all analog phones in every region of the world will work on the IP Office.

11. IP Office Phone Modules provide support for a variety of analog MWI methods. These methods are 51V Stepped, 81V, 101V and Line Reversal. The 101V method is only supported when using a Phone V2 expansion module.

12. The IP Office So8 expansion module supports both point-to-point and point-to-multipoint connections. A maximum of 10 terminal endpoints identifiers (TEIs) are supported on each bus.

13. IP500 ATM16 only supported in North America utilizing the older V1 un-earth power lead (2 Pin).

14. Use on the IP Office 500 control unit requires the unit to be configured with an IP500 Upgrade Standard to Professional license for R4.0, R4.1, R4.2.

IP500 Professional Licenses No Longer Needed

For IP Office 5+, the IP500 Upgrade Standard to Professional license is no longer required. Features previously restricted if this license was not present and valid can now be used. That include support for the Voicemail Pro and Conferencing Center applications, support for external expansion modules and support for the Conference Meet me short code.

15. The IP500 Phone 8 Module is not available. Should use the IP500 Phone 8 base card instead.

16. The IP400 So8 Module and the IP500 So8 module have been discontinued.

17. Systems running in IP Office Essential Edition support 8 external expansion modules or 12 if the control unit is fitted with an IP500 4-Port Expansion Base Card. The 4-Port Expansion Card comes with 4 Yellow cables and can only be installed in slot 4. **Systems running in IP Office Basic Edition - PARTNER® Mode, IP Office Basic Edition - Norstar Mode or IP Office Basic Edition - Quick Mode support up to 8 external expansion modules so long as the system extensions limit is not exceeded.**

Digital Station 16A/30A:

The new DS16A/DS30A only work on IP500V2 with IP Office Software Release 7.0(5) and higher.

IP500 Analog Trunk 16:

In IP Office Basic Edition - PARTNER® Mode, IP Office Basic Edition - Norstar Mode and IP Office Basic Edition - Quick Modes, only 1 Analog Trunk module is supported.

18. Up to 3 units can be connected in a chain from a single 1416 and you will need a 1151C power supply.
19. See Tab 6 for a list of all the Nortel sets currenly supported on these expansion modules.
20. 64xx series phones are not supported from release R7.0 and higher.

IP Office Mid-Market Server Edition

IP Office Server Edition provides IP Office telephony capabilities, unified communications, mobility and collaboration, provides high availability, ease of use, and low total cost of ownership (TOC). Targeted at the Midsize Enterprise, IP Office Server Edition supports up to 32 sites, 1000 users and comprehensive resilience.

Highlights of IP Office Server Edition Solution

- It is a fully integrated solution for up to 1000 users
- You can add Server Edition Expansion System to increase the capacity and capabilities
- You can deploy IP Office Server Edition Solution as a centralized or distributed set up
- Offers low Total Cost of Ownership:
  - Highly cost effective for an IP only or an hybrid of IP and analog set up
  - Easy to install and manage
  - Easy to install and manage
  - Centralized administration
  - Centralized licensing
- IP Office Server Edition supports extensive unified communications features optimized for IP Telephony
- Supports native IP, digital, and analog trunks and extensions
- Integrates messaging, collaboration, mobility, and presence features
- Offers out of the box resilience
- Supports all IP Office endpoints and trunks including Avaya Flare® Experience, video conferencing, DECT, and Wi-Fi

Solution architecture

IP Office Server Edition Solution is based on a fixed star network topology that helps in providing comprehensive features and their management. The overall solution provides a flexible and modular architecture which can scale up the number of users and sites by networking multiple servers. The components act as a single logical unit through an integrated management system.

IP Office Server Edition Solution provides the following features:

• A single Server Edition Primary server provides IP Office Server Edition, Voicemail Pro, and Avaya one-X® Portal.
• You can optionally add a second Server Edition Secondary server to increase the capacity and ensure resilience.
• IP Office Server Edition Solution supports up to 30 expansion systems which provide additional capacity, support analog or digital interfaces, and remote sites.
• Server Edition Expansion System can be an existing IP500 V2 or IP Office Server Edition server.
• The users in IP Office Server Edition Solution can be configured on IP Office Server Edition server or Server Edition Expansion System.
• IP Office Server Edition software distribution includes the various components such as Server Edition Manager, System Status Application (SSA), Voicemail Pro client and SoftConsole.

• You can set up Server Edition Secondary or Server Edition Expansion System either centrally or at a remote site.
• You can optionally configure a separate application server dedicated to Avaya one-X® Portal to provide more Power User capacity above the maximum that Server Edition Primary supports.

• You can add new servers and expansion systems any time.

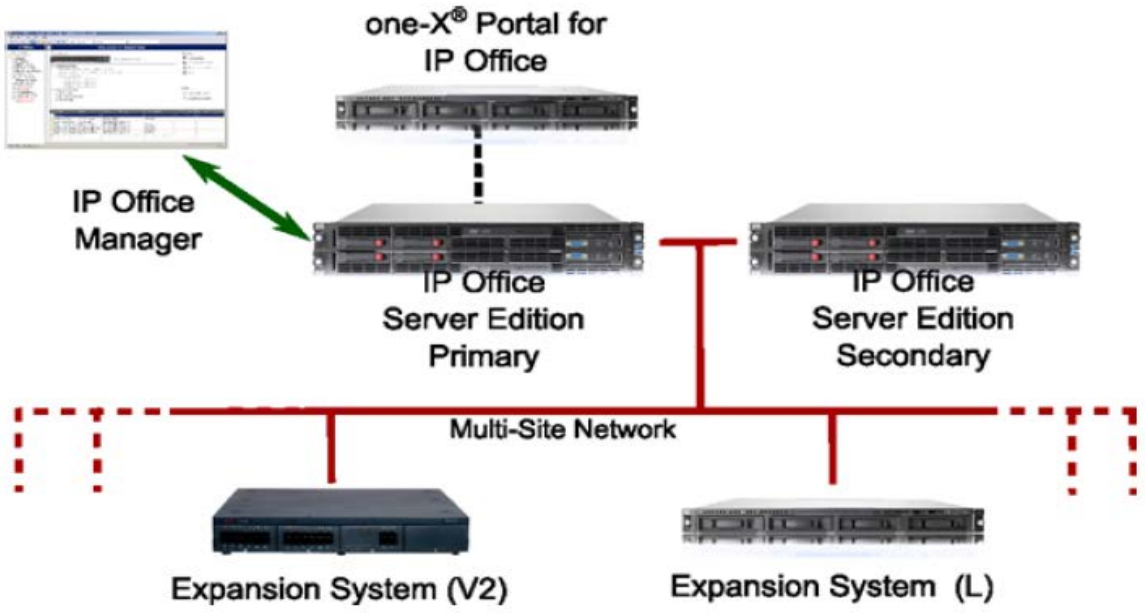


Figure 1: Solution Architecture

Server Edition Components/Feature Breakdown
<--- Server Edition Solution Capacities
<--- Server Edition Primary Server
<--- Server Edition Secondary Server
<--- Server Edition Expansion Systems
<--- Server Edition Manager
<--- one-X Portal for IP Office Server Edition
<--- Business continuity
<--- Resilience
<--- Backup and Restore
<--- Security
<--- Remote access
<--- Licensing

The following table summarizes the capacities of the IP Office control units/Servers supported by IP Office R8.1 software.

Feature	IP500 (4)		IP500 V2 SMB			Server Edition - Mid Market			
	IP500	Plus 4 Port Exp Card	IP500	Plus 4 Port Exp Card	BASIC & PARTNER® Version	Primary or Backup DL360	Primary or Backup DL120	Linux Expansion System DL120	IP500V2 Expansion System
Control Unit Digital Station Ports	Up to 24	Up to 24	Up to 30	Up to 24	Up to 30	X	X	X	Up to 30
Control Unit Analog Phone Ports	Up to 32	Up to 32	Up to 32	Up to 24	Up to 26	X	X	X	Up to 26
Control Unit ETR Phone Ports	-	-	-	-	18	X	X	X	-
Embedded Voicemail Card Slot	√	√	√	√	√	X	X	X	√ (8)
Integral WAN Port	X	X	X	X	X	X	X	X	X
External Expansion Ports	12	12	12	12	8	X	X	X	12
DTE Port	9-way	9-way	9-way	9-way	9-way	X	X	X	9-way
Audio In (MOH) Port	√	√	√	√	√	X	X	X	√
External O/P Switch Port	√	√	√	√	√	X	X	X	√
Conference Parties	128 (3)	128 (3)	128 (3)	128 (3)	128 (3)	128	128	128	128 (3)
Configuration Memory	1024KB	1024KB	2048KB	2048KB	2048KB				2048KB
Voicemail Pro/TAPI WAV Channels	40 (1)	40 (1)	40 (1)	40 (1)	-	100 (9)	40 (9)	2 (9)	40 (10)
Maximum Extension Capacity	**384 (2)**	**384 (2)**	**384 (2)**	**384 (2)**	**100**	**1,000 (11)**	**500 (11)**	**250 (12)**	**384 (12)**
Digital Phones only.	264	384	264	384	100	0 (13)	0 (13)	0 (13)	384
Analog Phones only.	272	384	272	384	100	0 (13)	0 (13)	0 (13)	384
ETR Phones only.	-	-	-	-	18	X	X	X	X
IP Phones only.	384 (2)	384	384 (2)	384	-	500	250	250	384
IP400 Trunk Cards Supported	**2**	**2**	**2**	**2**	-	**0**	**0**	**0**	**2**
Analog trunk cards	√	√	√	√	-	X	X	X	√
Quad BRI trunk cards	√	√	√	√	-	X	X	X	√
Single PRI trunk cards	√	√	√	√	√ (6)	X	X	X	√
Dual PRI trunks cards	√	√	√	√	-	X	X	X	√
IP500 Daughter Trunk Cards	**4**	**4**	**4**	**4**	**4**	**0**	**0**	**0**	**4**
IP500 Analog trunks	√ 16	√ 12	√ 16	√ 12	√ 12	X	X	X	√ 12
IP500 BRI trunk channels	√ 32	√ 24	√ 32	√ 24	-	X	X	X	√ 24
IP500 PRI trunk channels	√ 240	√ 180	√ 240	√ 180	√ 24	X	X	X	√ 180
VCM Cards									
- IP400 VCM Cards	2	2	2	2	-	X	X	X	2
- IP500 VCM Cards	2	2	2	2	2 (7)	X	X	X	2
Maximum voice compression channels	128	128	148 (5)	138	20	X	X	X	148 (5)
Dimensions									
Height x Width x Depth	2U Control Unit H-7.3 cm (2.9") W-44.5 cm (17.5") D-36.5 cm (14.4")	2U Control Unit H-7.3 cm (2.9") W-44.5 cm (17.5") D-36.5 cm (14.4")	2U Control Unit H-7.3 cm (2.9") W-44.5 cm (17.5") D-36.5 cm (14.4")	2U Control Unit H-7.3 cm (2.9") W-44.5 cm (17.5") D-36.5 cm (14.4")	2U Control Unit H-7.3 cm (2.9") W-44.5 cm (17.5") D-36.5 cm (14.4")	1U server H-4.32 cm (1.70 in) W-42.62 cm (16.78 in) D-69.53 cm (27.38 in)	1U server H- 4.445 cm (1. 75") W- 44.81 cm (17.64") D - 70.0 cm (27.56")	1U server H- 4.445 cm (1. 75") W- 44.81 cm (17.64") D - 70.0 cm (27.56")	2U Control Unit H-7.3 cm (2.9") W-44.5 cm (17.5") D-36.5 cm (14.4")

*** Note:**

1. IP500 VoiceMail Pro/TAPI WAV channels increased from 30 to 40 for IP Office R5 and higher.
2. IP500 Maximum extensions increased from 272 to 384 for IP Office R5 and higher.
3. IP500 Conference capacity increased from 64 to 128 for IP Office R5 and higher.
4. For IP Office R5 and higher, the IP500 no longer runs in separate Standard or Professional modes. No IP500 Upgrade Standard to Professional license is required.
5. For IP Office R4.0 to R5.0 128 VCM channels maximum. For IP Office R6 or higher 148 VCM channels maximum.
6. Only ONE (1) T1/PRI supported on the IP Office Essential Partner Edition.
7. IP500v2 in Partner Version mode only supports VCM channels provided by fitting IP500 Combination cards.
8. IP500v2 in Server Edition only suppports Primary Server Edition voicemail
9. In Server Edition all components apply 2 VMPro ports back to the Primary Server Edition. These are voicemail recording channels only and not TAPI WAV.
10. In Server Edition the initial SE IP500V2 Expansion System license applies 2 VMPro ports back to the Primary SE. The SE IP500V2 Expansion also supports up to 40 TAPI WAV licenses.
11. In Server Edition , two DL360 support up to 1,000 total Users and two DL120 support up to 500 total Users
12. In Server Edition , Users configured via the Linix Expansion System and the IP500V2 Expansion Sysyem count against the total Users supported by the Primary & Secondary SE Servers
13. In Server Edition , Analog and Digital stations are only supported by the SE IP500V2 Expansion Systems.

IP OFFICE SUPPORTED TERMINALS
<--- IP Office R8.0 & R8.1 All Sets Reference Table
IP Office 14XX; 16XX and 16XX-I series Telephones
<--- 1403 DS Hardphone;1603/1603-I & 1603SW/1603SW-I IP Hardphone -
<--- 1408 Digital; 1608/1608-I IP Hardphone -
<--- 1416 Digital; 1616/1616-I IP Hardphone -
<--- DBM32 [1] (DS) Button mdule; BM32 [1] (IP) Button module -
<--- New Feature Set for Regional EMEA Markets (supported on 1600 series sets only)
IP Office 96XX series Telephones - *IP500 and IP500V2 Only*
<--- 9608, 9611G 9621G & 9641G IP Hardphone -
<--- 9620L & 9620C IP Hardphone
<--- 9630G, 9640, 9640G IP Hardphone
<--- 9650 & 9650C IP Hardphone
<--- SBM24 [1] (9630G/9640/9650/9650C only) & BM12 [1] (9508, 9608, 9611G and 9641G only)
<--- 9600 Gigabit Ethernet Adapter (all phone except 9620L)
<--- 9600 Bluetooth Adapter (all phones expept 9620L)
Avaya B100 Conference Phones
B100 Conference Telephones Overview & Accessories
<--- B149
<--- B159
<--- B179
Avaya 1000 Series Video Conferencing Systems
<--- Avaya 1000 Series Video Conferencing Summary
<--- Avaya 1010
<--- Avaya 1040 MCU
11xx, 12xx and Expansion Modules SIP Series Telephones
<--- 1120, 1140 SIP Telephones
<--- 1220, 1230 SIP Telephones
<--- 11XX & 112XX Expansion Modules
95xx Digital Phone Series Telephones
<--- 9504, 9508 Telephones
[1] System Button Module Support
<--- System Button Module Support
IP Wireless Supported Worldwide Terminals:
<--- 3641 Ruggedized Wireless Telephone
<--- 3645 Ruggedized Wireless Telephone
<--- 3720 DECT R4 Telephone
<--- 3725 DECT R4 Telephone
<--- 3740 Ruggedized DECT Telephone & 3749 Intrinsically Safe DECT R4 Telephone
<--- 3720, 3725, 3740 & 3749 DECT R4 Telephone Feature Overview
Norstar/BCM Telephones
<--- Norstar/BCM M-Series & T-Series & IP Series
<--- Norstar/BCM Digital mobility components-Series

<--- IP Office Set Matrix

1. Line appearances only.
 • A number of phones only have two physical programmable buttons. On systems running IP Office 3.0 or higher (excluding 3.0DT) these button should only be used as call appearance buttons.
• The 2402 and 5402 phones have an additional 12 programmable slots that can be accessed by pressing FEATURE.
• *T3 and T3 IP phones support line appearance buttons only and only for IP Office 4.2+.

Phone	Type IPO	Programmable Buttons IPO	Add-On	Software Level IPO	CM
1010	SIP Video	0	–	6.1+	Y
1040	SIP Video	0	–	6.1+	Y
1120E	Nortel SIP	4	Yes	6.1+	N
1140E	Nortel SIP	6	Yes	6.1+	N
1220	Nortel SIP	8 (2x4)	Yes	6.1+	N
1230	Nortel SIP	12 (2x6)	Yes	6.1+	N
1403	TDM Digital	3	–	6.0+	N
1408	TDM Digital	8	–	6.0+	Y
1416	TDM Digital	16	DBM32	6.0+	Y
1603	H323 IP	3	–	4.2 Q4 '08+	Y
1603I	H323 IP	3	–	6.0+	Y
1603SW	H323 IP	3	–	5.0+	Y
1603I SW	H323 IP	3	–	6.0+	Y
1608	H323 IP	8	–	4.2 Q4 '08+	Y
1608I	H323 IP	8	–	6.0+	Y
1616	H323 IP	16	BM32	4.2 Q4 '08+	Y
1616I	H323 IP	16		6.0+	Y
2010	**DT Digital**	0	–	1.0-3.0DT	N
2030	**DT Digital**	8	20DS	1.0-3.0DT	N
2050	**DT Digital**	8	20DS	1.0-3.0DT	N
20CC	**DT Digital**	8	20DS	1.0-3.0DT	N
20DT	**DT Digital**	0	–	1.0-4.2	N
2402D	TDM Digital	2 (+12)	–	3.0+	Y
2410D	TDM Digital	12 (2x6)	–	3.0+	Y
2420	TDM Digital	24 (3x8)	EU24	1.4+	Y
3616	WiFi IP	6	–	2.0+	Y
3620	WiFi IP	6	–	3.2+	Y
3626	WiFi IP	6	–	2.0+	Y
3641	WiFi IP	12	–	4.0+	Y
3645	WiFi IP	12	–	4.0+	Y
3701	IP DECT	0	–	3.1+	Y
3711	IP DECT	0	–	3.1+	Y
3720	IP DECT	0	–	5.0+	Y
3725	IP DECT	0	–	5.0+	Y
3740	IP DECT	0	–	7.0+	Y
3749	IP DECT	0	–	7.0+	Y
3810	TDM Digital Wireless	4	–	2.1+	N

3910	ETR Wireless	0	–	6.0+	N
3920	ETR Wireless	0	–	6.0+	N
4135	Nortel TCM Digital Mobile	0	–	7.0+	N
4136	Nortel TCM Digital Mobile	0	–	7.0+	N
4145	Nortel TCM Digital Mobile	0	–	7.0+	N
4145EX	Nortel TCM Digital Mobile	0	–	7.0+	N
4146	Nortel TCM Digital Mobile	0	–	7.0+	N
4146EX	Nortel TCM Digital Mobile	0	–	7.0+	N
4406D	TDM Digital	6	–	1.0+	N
4412D	TDM Digital	24	4450	1.0+	N
4424D	TDM Digital	24	4450	1.0+	N
4601	H323 IP	2	–	3.0+	Y
4602IP	H323 IP	2	–	1.3+	Y
4602SW	H323 IP	2	–	1.3+	Y
4606	H323 IP	6	–	1.0-3.2	Y
4610SW	H323 IP	24 (4x6)	–	3.0+	Y
4612	H323 IP	12	–	1.0-3.2	Y
4620	H323 IP	24 (2x12)	EU24BL	1.4+	Y
4620SW	H323 IP	24 (2x12)	EU24BL	1.4+	Y
4621	H323 IP	24 (2x12)	EU24BL	3.1+	Y
4624	H323 IP	24	–	1.0-3.2	Y
4625	H323 IP	24 (2x12)	EU24BL	3.2+	Y
5402	H323 IP	2 (+12)	–	3.0+	N
5410	H323 IP	12 (2x6)	–	3.0+	N
5420	H323 IP	24 (3x8)	EU24	3.0+	N
5601	H323 IP	2	–	3.0+	N
5602IP	H323 IP	2	–	3.0+	N
5602SW	H323 IP	2	–	3.0+	N
5610SW	H323 IP	24 (4x6)	–	3.0+	N
5620SW	H323 IP	24 (2x12)	EU24BL	3.0+	N
5621	H323 IP	24 (2x12)	EU24BL	3.2+	N
6408D	TDM Digital	8	–	1.0 to 7.0	Y
6416D	TDM Digital	16	XM24	1.0 to 7.0	Y
6424D	TDM Digital	24	XM24	1.0 to 7.0	Y

7420	Nortel TCM Digital Mobile	0	–	7.0+	N
7430	Nortel TCM Digital Mobile	0	–	7.0+	N
7434	Nortel TCM Digital Mobile	0	–	7.0+	N
7439	Nortel TCM Digital Mobile	0	–	7.0+	N
7440	Nortel TCM Digital Mobile	0	–	7.0+	N
7444	Nortel TCM Digital Mobile	0	–	7.0+	N
7449	Nortel TCM Digital Mobile	0	–	7.0+	N
9040		8 (2x4)	–	1.0-3.2	Y
9504	TDM Digital	12	BM12	7.0+	N
9508	TDM Digital	24	BM12	7.0+	N
9608	H323 or SIP IP	24	BM12	6.1+	Y
9620L	H323 or SIP IP	12	–	6.0+	Y
9620C	H323 or SIP IP	12	–	6.0+	Y
9621	H323 or SIP IP	24	BM12	6.1+	Y
9630G	H323 or SIP IP	24	SMB24	6.0+	Y
9640G	H323 or SIP IP	24	SMB24	6.0+	Y
9640	H323 or SIP IP	24	SMB24		Y
9641	H323 or SIP IP	24	BM12	6.1+	Y
9650	H323 or SIP IP	24	SMB24	6.0+	Y
9650C	H323 or SIP IP	24	SMB24	6.0+	Y
ACU	Nortel TCM Digital	0	–	7.0+	N
B149	Analog	0	–	7.0+	Y
B159	Analog	0	–	7.0+	Y
B179	SIP IP	0	–	7.0+	Y

M7100	Nortel TCM Digital	1	–	7.0+	N
M7100N	Nortel TCM Digital	1	–	7.0+	N
M7208	Nortel TCM Digital	7	–	7.0+	N
M7208N	Nortel TCM Digital	7	–	7.0+	N
M7310	Nortel TCM Digital	33	–	7.0+	N
M7310N	Nortel TCM Digital	33	–	7.0+	N
M7324	Nortel TCM Digital	23	KLM	7.0+	N
M7324N	Nortel TCM Digital	23	–	7.0+	N
T7000	Nortel TCM Digital	4	–	7.0+	N
T7100	Nortel TCM Digital	1	–	7.0+	N
T7208	Nortel TCM Digital	7	–	7.0+	N
T7316	Nortel TCM Digital	24	–	7.0+	N
T7316E	Nortel TCM Digital	24	T24 KIM	7.0+	N
T7406	Nortel TCM Digital	6	–	7.0+	N
T7406E	Nortel TCM Digital	6	–	7.0+	N
T3 Compact	H323 IP	4	T3 DSS	3.1+	N
T3 Classic	H323 IP	10	T3 DSS	3.1+	N
T3 Comfort	H323 IP	22	T3 DSS	3.1+	N
T3 IP Compact	H323 IP	4	T3 DSS	3.2+	N
T3 IP Classic	H323 IP	10	T3 DSS	3.2+	N
T3 IP Comfort	H323 IP	22	T3 DSS	3.2+	N

IPO R8.1 Product Description Phone Support Summary Link

IP Office Mobility Solutions

Sales or service reps who are always on the road know the challenges: missed calls, phone tag, languishing voice messages, delays in decision making and frustrated customers. Plus the real possibility of missed transactions and lost revenue. Equipped with Avaya IP Office Mobility Solutions, mobile associates never need to miss an important customer call or a question from someone in the office. And they'll be able to give customers just a single phone number — their office number — where they can be reached regardless of their location. Personal mobile phone numbers are never given out, but all calls ring simultaneously on their desk telephones and their mobile telephones. So if they are at their desks or on their mobile telephones, they'll get the call. With IP Office Mobility Solutions they maintain the agility that gives them an edge over larger competitors. Decision-making will be speeded-up, quick responds to customers and colleagues are enabled, and the solutions will help to ensure that deals close with this real-time connection.

On-Site Mobility

IP Office offers different solutions for users working mainly at the business campus but with the need to be accessible all over the site.

Avaya On-Site Wireless Phone Solutions

Avaya IP Office Wireless Solutions include DECT and WiFi based wireless IP telephones. These are solutions employees can use every day to work more effectively and be more responsive to customers - all while increasing revenues and keeping communication costs firmly under control. Also, Avaya IP Office Mobility Solutions integrate seamlessly with IP Office, enhancing each customer's investment. IP Office's in-building Mobility Solutions improve communication with staff who, because of the function they perform, are mobile within the workplace. Using wireless technology, such individuals may be instantly contactable, with many obvious benefits:

- The wireless telephone is carried in the pocket, so users are not tied to the desk in order to remain in contact.
- Users may be contacted instantly to ensure fast, accurate decision making and immediate response to problems through planned radio coverage with no blind spots.
- Once installed the solutions do not incur additional cost like mobile telephones would do, allowing a tight budget control.

Wireless Solutions

IP Office supports the following wireless solutions:

- DECT R4, the DECT based solution for IP Office. Running in a separate, reserved frequency range, this solution provides best in class voice quality and is totally interference free from other radio equipment.
- Avaya VoIP WiFi Solution, leveraging the WiFi data network, allow a single infrastructure for both voice and data traffic. Leveraging an existing, voice ready WiFi network allows a cost efficient deployment of a converged wireless data and voice infrastructure using the 802.11a, b and g standard. The solution is offered worldwide in selected countries including North America, EU countries and selected others.

Remote Solutions

IP Office supports the following VPN remote phone solutions:

- VPN phone client on 4610SW, 4621SW, 5610SW, 5621SW and 9600 Series IP telephones offered worldwide.

Twinning

Twinning allows a primary extension and a secondary number (internal extension or external number) to operate together as a single telephone, when a call is presented to the primary phone the secondary will ring. If the primary telephone does not ring, for example in Do Not Disturb, the secondary phone will not ring.

The following types of calls are eligible for twinning:

	Internal Twinning	Mobile (external) Twinning
Any internal call on a Call Appearance button	✓	✓
Internal or external calls transferred to the extension	✓	✓
Direct Dial calls to that extension	✓	✓
Hunt group calls	✓	✓
Calls forwarded from another extension	✓	✓
Line Appearance calls (configurable)	✓	✗
Bridged Appearance calls (configurable)	✓	✗
Coverage calls (configurable)	✓	✗
Automatic Intercom calls	✓	✗
Returning transferred, held or park calls	✓	✓*
Callback calls from the system (Transfer and Park Return)	✓	✗
Paging calls	✓	✗
Follow Me calls	✓	✗

*Requires IP500 BRI, PRI or SIP trunks and Mobile Call Control to be enabled for that user.

Internal Twinning

This is typically used in scenarios like workshops or warehouses where team supervisors may have a desk with a fixed phone but also have a wireless extension (e.g. DECT). Other users of the system need not know that the supervisor has two different telephones. The supervisor's Coverage Timer and No Answer Time are started for the call and if the call is not answered within that time, the call will be delivered to available coverage buttons (if applicable) and then Voicemail (if applicable).

The following features are supported with internal twinning:

- Follow Me To
- Follow Me Here
- Forwarding
- Do Not Disturb (inc exceptions)
- Context less hunt group actions: Membership / Service Status / Fallback Group configuration
- Voicemail On / Off / Access
- Call Log (Central Call Log for T3 and 1400/1600/9500/9600 telephones only)
- Redial (Central Call Log for T3 and 1400/1600/9500/9600 telephones only)
- Personal Directory Entries (for T3 and 1400/1600/9500/9600 telephones only)

External Mobility

Mobility functions for employees working not from the office but mobile are enabled either by the IP Office Power User or the IP Office Mobile Worker license. The former Mobile Twinning/Mobility License will continue to work with all the features described below.

The mobility functions enabled by these user licenses are **Mobile Twinning** and **Mobile Call Control,** as well as **one-X Mobile Essential client** support. Each feature has to be enabled in IP Office Manager for eligible users.

Avaya IP Office Wireless Solutions include DECT and WiFi based wireless IP telephones. These are solutions

Mobile Twinning (External Twinning)

A typical use for Mobile Twinning would be for a salesperson that has a desk extension but is often out of the office. They only give out their office phone number to clients, but the IP Office Mobile Twinning will ring their mobile/cell phone as well as the desk extension. External mobile devices can be set as twinning targets even if the primary telephone is logged out (e.g. in the case of a "virtual" extension).

Mobile Call Back

To avoid any call charges when using a mobile / cell phone the call back feature has been implemented:
When calling a particular number at the IP Office, the IP Office will reject the call and will call back the mobile number if this number has been identified as an eligible one. After accepting this call the mobile user gets a dial tone and can establish another call. Depending on the service provider's tariff, there are no call charges (except possible roaming charges) on the mobile invoice. However, in some countries like US there are charges to even receive the calls.

This feature is very useful for employees using their personal mobile phone for business only from time to time: their personal mobile phone number stays confidential and they do not to claim mobile charges back from their business.

Avaya one-X Mobile Essential Client Support

IP Office supports the Avaya one-X Mobile Essential 'Single Mode' Clients running on selected Symbian Single-Mode or Windows Mobile 5 or 6.x handsets. This provides a graphical interface for call control and allows a one-number service for both incoming and outgoing calls.

For a full list of supported handsets see http://support.avaya.com.

One-X Mobile Compatibilty List

IP Office systems supporting one-X Mobile Essential require a dedicated DID/DDI number for each feature required (e.g. hold, transfer).

<--- FNE Supported Functionality

Mobile Call Control

This allows a user who has answered a twinned call on their mobile/cell phone to dial a DTMF sequence ** (star-star) to put the call on hold and receive IP Office system dial tone. The user will then be able to perform supervised and un-supervised transfers, shuttle (switch between held calls), and conference (Conference add and transfer to a meet-me conference).

Mobile Call Control is a mobility feature similar to but independent of one-X Mobile Essential. It allows any mobile phone user to access IP Office features without using the one-X Mobile Essential client application.

Mobile users can gain access to the "Star Star Service" dial tone when they receive a twinned call. After receiving a twinned call, the mobile user can dial ** to place that call on hold and get dial tone from the IP Office. Once the mobile user receives IP Office dial tone, any subsequent dialing done is interpreted as if the user is logged into an analog extension on the IP Office.

To gain access to the "Star Star Service" dial tone, the mobile user can dial the FNE 31 DID/DDI that has been programmed in the IP Office. Similarly, once dial tone is heard, the user can dial numbers and short codes as if the user is logged into an analog extension on the IP Office.

Mobile Call Control and one-X Mobile Essential require twinned calls to be routed through specific trunk types on IP500 / IP500 V2 only:

	• IP500 PRI-U (single or dual) daughter cards					
	• IP500 Dual or Quad BRI daughter cards					
	• SIP trunks (RFC 2833)					

3rd Party Mobility Solutions for Use with IP Office

Although Avaya offers different mobility solutions as mentioned above, there are areas for further improvement. Together with Avaya DevConnect partners, Avaya is anxious to further extend the usability and functionality of the IP Office system.

The following mobility solutions in particular add mobile devices currently not supported by Avaya for the IP Office so that users with one of these devices can participate from the rich IP Office mobility options.

Apple iPhone – iEC5xx

This allows a user who has answered a twinned call on their mobile/cell phone to dial a DTMF sequence ** (star-star) to put the call on hold and receive IP Office system dial tone. The user will then be able to perform supervised and un-supervised transfers, shuttle (switch between held calls), and conference (Conference add and transfer to a meet-me conference).

The application is available at the Apple App Store.

For more information see http://elinfierno.de/apps/iec5xx/

Blackberry – SoLo DTMF Client

This allows a user who has answered a twinned call on their mobile/cell phone to dial a DTMF sequence ** (star-star) to put the call on hold and receive IP Office system dial tone. The user will then be able to perform supervised and un-supervised transfers, shuttle (switch between held calls), and conference

For more information and placing orders go to:
http://www.sosoftware.com/solomobile-dtmf

These 3rd party solutions have the same requirements as the Avaya mobility options. Each user who wants to use one of the solutions requires at least one Power User or Mobile Worker license. In addition, at least a Preferred Edition might be required.

one-X ® Mobile Preferred for IP Office

The one-X ® Mobile Preferred for IP Office is a mobile application available for Android Smartphones and iPhone Smartphones. The one-X ® Mobile Preferred for IP Office application provides rich unified communications capabilities for the mobile workforce and is designed to give mobile users quick access to various forms of communications and help users conduct normal business while on the move. The application relies on permanent data connection with the communications server and is designed to provide an "always-on" experience delivering asynchronous events of interest to the user as they arrive from the communications server.

The application utilizes a rich user interface available on the mobile platform and makes use of advanced capabilities and hardware commonly available on mobile devices including streaming audio for visual voicemail, speech recognition to issue audible commands and geo-location presence using on-board GPS.

The application provides unified communications capabilities with the following features set:

- Presence and Instant Messaging with server-side buddy lists and server-managed user groups and client side IM history
- Visual voicemail with ability to play voicemail messages and ability to manage voicemail messages from the mobile application
- Rich conference controls with click-to-conference for user or multi-users, entry and exit notifications, ability to view and manage conference participants (mute/unmute, disconnect, lock/unlock)
- Advanced user presence monitoring and reporting including geo-location presence and tracking, calendar and on-the-phone presence, following user's presence and availability
- Asynchronous voicemail deposit events with ability to listen and intercept voicemail deposits
- Ability to issue commands to the communications server including call, conference, set location, and view missed calls, and listen/pickup
- Enterprise dialing, which is an ability to intercept calls made via standard phone dialer and turn them into enterprise calls (third-party call control by the server)
- Ability to define dial plan rules to select which calls to intercept and ability to post-process the dialed numbers to normalize them to the enterprise dialing plan to make the intercept seamless

Mobility Solutions Licensing

Internal Mobile twinning:

- Requires Essental Edition License with release R8.0 and higher

External Mobile twinning, Including Mobile one-X Essential Mobility, Mobile Call Back amd Mobile Call Control:

- Release 8.0
  - Requires Essental Edition License
  - With Essential Edition all User have access to External Mobile Twinning
  - Mobile Call Control and one-X Mobile Essential require twinned calls to be routed through specific trunk types on IP500 / IP500 V2 only:
    - IP500 PRI-U (single or dual) daughter cards
    - IP500 Dual or Quad BRI daughter cards
    - SIP trunks (RFC 2833)

- Release 6.0 to 7.0
  - Requires the Mobile Worker or Power User license per User
  - Mobile Call Control and one-X Mobile Essential require twinned calls to be routed through specific trunk
    - IP500 PRI-U (single or dual) daughter cards
    - IP500 Dual or Quad BRI daughter cards
    - SIP trunks (RFC 2833)

one-X ® Mobile Preferred for IP Office

- Release 8.0
  - Requires Essental Edition License plus
  - Requires Preferred Edition License plus
  - Requires IP Office Preferred Mobility or Power User License per User

SAP Code	Description	Model	NPL	End of Sale
	AVAYA™ IP OFFICE PRODUCT LINE LIST			
***	Note: All items with a light purple background are scheduled to go End of Sale			
***	Note: All items with a light red background are not available yet			
***	Note: All items with a blue background are new with Release 8.1			
<----	Upgrade Licenses			
<----	System Editions			
<----	User Productivity/Licensing			
<----	Avaya IP Office Server Edition and Application Server			
<----	IP Office 500V2 SD Cards & Essential VM Upgrades			
<----	IP Office 500V1 Smartcards			
<----	IP Office 500V1/V2 Control Unit, Base & Trunk cards and Expansion Modules			
<----	IP Office 500 RFAs			
<----	IP400 and IP 500 Advanced Networking/SIP Trunking RFAs			
<----	R6 Avaya IP Endpoint RFA			
<----	IP Office Applications, Feature Keys & CDs			
<----	60 Day Free ApplicationTry-It-Buy-It License RFA			
<----	IP Office Support Services (IPOSS)			
<----	CTI RFA Licenses			
<----	Embedded Voicemail			
<----	Voicemail & VoiceMail Pro License RFA			
<----	VPN Phone Software License RFA			
<----	3 Rd Party End Points License RFA			
<----	CCC License RFA			
<----	IPSec Licence RFA			
<----	Rack Mounts, Barrier Box, Cables & Physical Wallboards			
<----	Power Supplies and Leads			
<----	B100 Conference phones			
<----	Avaya 1000 Series Video Conferencing Systems			
<----	95xx & 96xx IP OFFICE Digital/IP SETS			
<----	24xx ACM DIGITAL SETS			
<----	Recorder Interface Module			
<----	EU24 Expansion Modules			
<----	14xx Digital & 16xx IP SETS			
<----	T3 IP OFFICE DIGITAL SETS (EMEA – select regions only)			
<----	3810 Avaya Wireless Telephone			
<----	3920 Avaya Wireless Telephone - PARTNER® Version Only			
<----	36XX Avaya IP Wireless			
<----	37xx IP DECT Wireless R4			
<----	62xx Avaya ANALOG SETS			
<----	Interquartz Gemini Analog Phones (EMEA and APAC)			
<----	Replacement and Specialty Handsets			
<----	Replacement Long Handset Cords			
<----	Power for IP Hard Phones			
<----	Gigabit Adapter			

SAP Code	Description	Model	End of Sale
	AVAYA™ IP OFFICE PRODUCT LINE LIST		
<----	User Productivity Profiles		
<----	IP Office 500V1/V2 Control Unit, Base & Trunk cards and Expan. Modules		
<----	IP Office 500 RFAs		
<----	IP 400 Base Modules		
<----	Internal Daughter Cards, Interface Cards and PCMCIA card		
<----	IP 400 Expansion Modules		
<----	IPO 500 Control Unit, Modules and Cards		
<----	IPO Small Office Edition Expansion Options		
<----	IP Office Applications, Feature Keys & CDs		
<----	Customer Call Reporter (CCR)		
<----	60 Day Free ApplicationTry-It-Buy-It License RFA		
<----	Avaya Unified Communications for Small Business		
<----	DEMO Kits		
<----	SoftConsole Remote Feature Activation (RFA) Licenses		
<----	40 User Vertical Pack Bundle		
<----	80 User Vertical Pack Bundle		
<----	Remote Voice Access to Data S/W Pack Bundle		
<----	Contact Center S/W Pack Bundle		
<----	Productivity S/W Pack Bundle		
<----	Embedded Voicemail		
<----	Voicemail & VoiceMail Pro License RFA		
<----	Conferencing Center License RFA		
<----	Phone Manager License RFA		
<----	VPN Phone Software License RFA		
<----	3 Rd Party End Points License RFA		
<----	CBC & CCC License RFA		
<----	MS-CRM RFA		
<----	WiFi Access Point, MS-CRM & VPN Licence RFA		
<----	Rack Mounts, Barrier Box, Cables & Physical Wallboards		
<----	Power Supplies and Leads		
<----	Mobility License RFA (Previously Mobile Twinning)		
<----	IP OFFICE 54xx DIGITAL SETS		
<----	44xx Merlin Magix DIGITAL SETS		
<----	24xx ACM DIGITAL SETS		
<----	64xx ACM DIGITAL SETS		
<----	IP OFFICE 56xx IP SETS		
<----	46xx ACM IP SETS		
<----	EU24 Expansion Modules		
<----	16xx IP OFFICE IP SETS		
<----	3810 Avaya Wireless Telephone		
<----	TransTalk 9040		
<----	Avaya 36XX IP Wireless		
<----	37xx IP DECT Wireless		
<----	Recorder Interface Module		
<----	Replacement and Specialty Handsets		
<----	Replacement Long Handset Cords		
<----	Power for IP Hard Phones		
<----	Integrated Management for IP Office		
<----	Gigabit Adapter		
<----	CSU/DSU and Cables		

IP Office Video Softphone

With Release 6.0 IP Office introduced – as part of the Teleworker and Power User profiles – a

The IP Office Video Softphone is a full feature telephony client that supports standard telephony features on a PC running supported Microsoft operating systems including new Microsoft Windows 7 or Apples Macintosh computers running Mac OSX 10.6 or above.
Support of several audio options including support of wireless headsets with full hook-switch support provides a flexible telephone option, especially for people on the move.The IP Office Softphone Mac Version is optimized to work with Apple iSight camera.
IP Office Video Softphone forms part of the Teleworker and the Power user profiles. A Teleworker or Power User license for the user of the IP Office Video Softphone is required; however IP Office Video Softphone does not require any additional license, e.g. no (Avaya) IP-station license.

New Features R8.0:

IP Office 8.0 includes a new and enhanced version of the Avaya Video Softphone:
Following enhancements are included:

- The softphone now supports XMPP based IM and Presence.
- Locally hosted video conferencing is now included. Up to 6-way video conference bridge can now be setup using the softphone
- Busy Beep
- an audible beep is now presented to the user while a call is in progress and another incoming call appears on the phone.
- The G.722 Codec is included in the softphone.
- Support for Apple Macintosh PCs is now included. Unlike MS Windows version of the softphone, the Mac version will only support English.

New Features R7.0:

With Release 7 a number of new features have been added to Video Softphone:

- The Avaya Video Softphone can now be used as an Agent extension for the Avaya Customer Call Reporter with the following limitations:
  - Cannot set DND reasons
  - Agent can not be logged in using the CCR Control Panel
- Busy Lamp Field allowing to see telephone status of colleagues including pickup of alerting
- HD Video support, delivering high quality Video conferences between Softphone users as well as with other supported Video endpoints.

New Features R6.1:

BLF with Pickup feature – The Speed Dial feature allows the user to configure extension numbers onto the speed dial buttons. If these entries match Users in the IP Office configuration the button will display Busy/Idle indication on that button. The button when selected can be used to call the programmed destination. The same BLF button can be used to pickup a ringing call from that programmed User

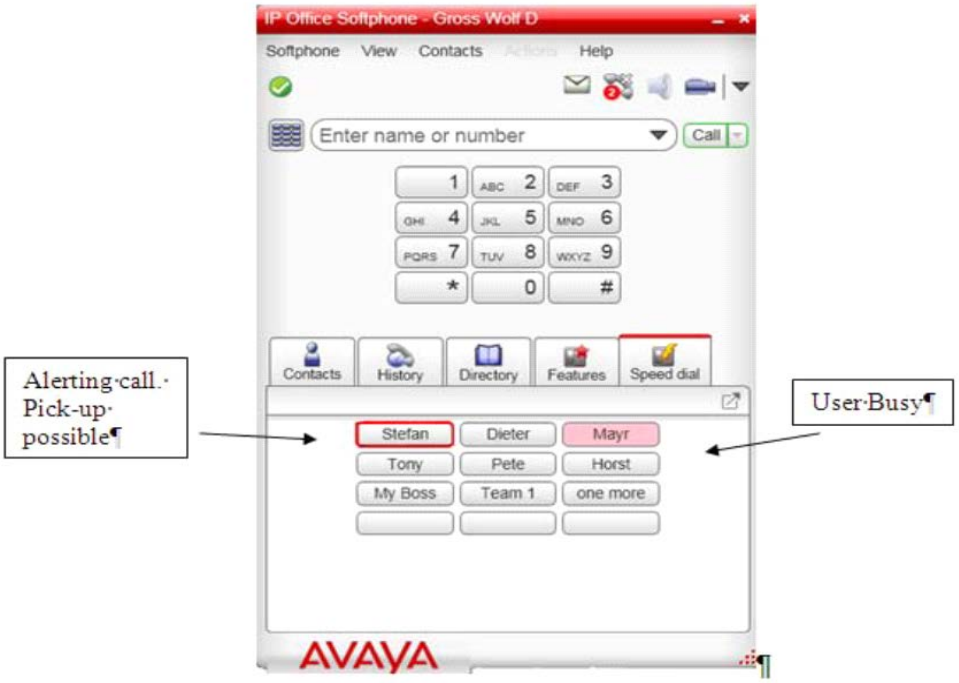
Do Not Disturb – This is enabled/disabled by use of an icon displayed in the top left of Softphone

Updated HD Video Codec – provides better video quality and compatibility with other SIP video conferencing telephones.

IP Office Video Softphone can run in two different operating modes:

Softphone client mode:

The IP Office Video Softphone provides its own User interface, similar to a standard IP Office telephone for making calls, transferring calls, multiple call appearances or making conference calls. A programmable feature button list allows one-touch access to standard IP Office features. This is the preferred usage scenario for customers not running one-X Portal for IP Office. It is also the preferred operation mode for users who want to smoothly migrate from their desktop phone or who use Softphone only occasionally and prefer a phone-centric user-interface, with optional dial pad and standard phone feature keys. The user interface is flexible, allowing adjustment for personal preferences with detachable specific windows like the directory and call log window. The attached picture shows the Softphone with dial pad and feature keys, plus a view of the contacts of Softphone.



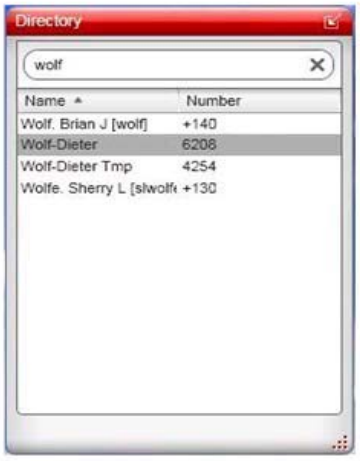
Softphone can also be configured to be minimized to the system tray when not in use to smaller or larger configurations to save desk-space.

Application mode:

the IP Office Video Softphone runs in the background and standard call control is accomplished through one-X Portal for IP Office.
If run with one-X portal it provides the following additional value:
• Consistent user interface when using one-X Portal with a desktop phone, in telecommuter mode or in combination with Softphone.
• Off-line call log with updates even when Softphone is not logged in
• Additional features of one-X Portal e.g. presence and instant messaging.

IP Office Softphone with dialpad, active call and Call Log (History)

Deskphone buttons for IP Office Features



IP Office Directory Sample

Video Picture: Active Video Call with self-view

IP Office Softphone in smallest mode

Video Support

As well as audio calls, IP Office Video Softphone supports end to end video calls on a single IP Office or within an IP Office Small Community Network. Currently, video is limited to end to end calls, no multi-party conferencing is supported.

Video adds a new level of interaction to the standard phone communication so this is especially useful for users working from a remote location, needing to get in touch with colleagues in the main site or when used in an IP Office Small Community Network.

Feature overview

The following feature overview is applicable when using the IP Office Video Softphone in Client mode. When used in application mode, available functionality depends on the one-X Portal for IP

Standard Telephone Features

- Making and receiving calls
- Audio Conference (IP Office based)
- Auto answer
- Six-party audio conferencing
- Six-party video conferencing
- Redial
- Speakerphone and Mute
- Hold
- transfer (attended and unattended)
- Do Not Disturb
- End/Disconnect/Drop
- Call display
- Call forward
- Call transfer
- Message waiting Indicator (MWI) with direct voicemail access
- Call history – list of received, missed, and dialed calls
- Multiple Call Appearances (No bridged or line appearances)
- Dial Pad with Alpha/Numeric Keypad
- Local Softphone call log, local Softphone directory/Personal Contacts
- Access to IP Office directory (system, corporate, personal)
- 12 Speed Dial / User BLF
- Feature keys for up to 12 IP Office features:
- Conference Add
- DND on
- DND off
- DND Exception Add
- DND Exception Delete
- Cancel All Forwarding
- Forward Unconditional On
- Forward Unconditional Off
- Forward On Busy On
- Forward On Busy Off
- Forward On No Answer On
- Forward On No Answer Off
- Forward Number
- Follow Me Here
- Forward Me To
- Forward Hunt Group Calls On
- Forward Hunt Group Calls Off
- VoiceMail on
- VoiceMail off
- Set Hunt Group Night Service
- Clear Hunt Group Night Service
- Call Pick up any
- Call Pick up group
- Call Pick up Members

- Directed Call Pick up
- Call Steal
- Call Queue
- Hold Music
- Park
- Ride Call/Un-park
- Relay On
- Relay Off
- Relay Pulse
- Forward On Busy Number
- Call Record

Enhanced Features and Functions

The IP Office Softphone also supports the following features and functions:

- Video
- IM and presence using the SIP SIMPLE protocol or the XMPP protocol
- IM conferencing (group chat) via an XMPP account
- Corporate chat rooms
- File transfer via an XMPP account
- Support for several languages in addition to English: French, German, Italian, Portuguese, and Spanish.
- Contact list containing the individual user's contacts
- Directory containing names from central and personal IP Office directory.
- Automatic detection and configuration of audio and video devices.
- Acoustic echo cancellation, automatic gain control, voice activity detection.
- Support for DTMF (RFC 2833, inband DTMF or SIP INFO messages).
- Support for the following audio codecs:

DVI4, DVI4 Wideband, G.711aLaw, G.711uLaw, G.722, G.729, GSM, iLBC, L16 PCM Wideband, Speex, Speex FEC, Speex Wideband, Speex Wideband FEC

- Support for the following video codecs:

• Automatic selection of the best codec based on the other party's capability, the available bandwidth, and network conditions. The softphone switches the codec within a call in response to changing network conditions.
• Integration with a SIP deskphone, so you can use either the deskphone controls or screens to control a phone call
• Compliance to 3261 SIP standard.
• Support for these firewall traversal solutions: STUN, TURN, or ICE.
• The IP Office Softphone includes an icon to indicate your do not disturb status. The icon can be clicked to change the status.
• A Speed Dials tab is available. It contains buttons to which you can assign numbers to dial and name labels. For buttons that match another extension number, the button color indicates when that user is busy.
• You can send an Instant Message (IM) to a contact who has a softphone or XMPP address. The IP Office Softphone allows you to send IMs to individuals or broadcast groups, and also supports IM conferencing and chat rooms (including ad-hoc group chat). In addition, you can send files to a user who has an XMPP address.
• XMPP compliance as follows:
o RFC 3920
o RFC 3921

Supported extensions:
o XEP-0004
o XEP-0016

License Requirements

Use of IP Office Softphone requires the IP Office system to contain the following licenses:
• System Licenses
For IP Office Release 7.0 and higher, the system must have Essential Edition and Preferred Edition licenses.
• User Licenses
Use of IP Office Softphone requires the IP Office configuration to contain sufficient Teleworker and/or Power User licenses for the number of configured IP Office Softphone users. To be valid,

Provisioning

IP Office Video Softphone forms part of the Teleworker or Power User profile. A user can log onto the IP Office Video Softphone using their normal username and password. License entitlement will be checked against that user before the login is accepted.
Unlike Avaya hard phones, IP Office Video Softphone does not require an Avaya IP Phone License to work on IP Office.
While the IP Office Video Softphone is a thick client application, it is extremely easy to install and provision. Installation of the application on a standard PC requires minimal to no configuration as all provisioning of the product is done from the IP Office as a provisioning server.
If a DHCP server is present and set up correctly, Softphone will completely configure itself. The user only needs to enter the username and password to get connected.
If DHCP is not available, the user needs to enter a single IP address of the IP Office; all other parameters will be set automatically.
Softphone can be set up so that, when the PC starts up, the application is automatically started with the default username and password. The user can disable automatic login as well as

Username and Twinning

When logged in to IP Office Video Softphone with their username and password, the user will automatically be logged off from their existing desktop extension, so the user is fully available on their normal number without any additional steps.
For users that are using a physical telephone e.g. in the office, this is very convenient as they do not use a different extension for Softphone calls. All calls will be routed automatically to the Softphone when logged in. There is no need to use twinning to tie the IP Office Video Softphone

Supported Audio and Video Hardware

IP Office Video Softphone can run with any Windows sound device supporting full-duplex quality. If possible, audio devices are automatically detected and allocated to the IP Office Video
IP Office Video Softphone supports simultaneous operation of two sound devices, e.g. a headset or USB handset for normal calls and a USB hands free unit for hands free operation. It is possible to switch between the sound devices at any time during the call.
For alerting, in addition to that the PC speakers can be activated to ring the phone.
For easy use, similar to a desktop phones, Softphone supports USB devices for audio as well as for call control, e.g. accepting and terminating a call. Softphone supports the “HID” standard for USB devices allowing generic HID devices to be configured.
A number of USB devices have been tested with Softphone for interoperability, including Hook switch control as well as dialing (if supported by that device)

Audio Devices:

- Plantronics DSP (USB headset)
- Plantronics 510 (Bluetooth headset with USB base)
- Plantronics CS50 (USB wireless headset)
- GN Netcom 8120 (USB headset adapter for GN Netcom headsets)
- Yealink W1DL (Cordless USB phone with Dialpad)
- Yealink P1K (Corded USB Phone with Dialpad)
- Generic USB soundcard and USB HID interface support (with configuration assistant)

Video Cameras:

- Logitech QuickCam Pro 4000, 5000, 9000
- Creative Webcam NX Pro
- Microsoft Lifecam VX-3000

Video Cameras for HD Video.

- Logitech Webcam Pro 9000:

Supported Audio and Video Codecs:

Softphone supports G.711 and G.729 audio Codecs. Audio Codec negotiation is done by IP Office in order to ensure best quality for local or SCN calls. At login, user can select the default mode, e.g. best quality or low bandwidth for remote operation.
For Video, Softphone supports H.263, H.263+ and H.264 Video Codecs with resolution of up to 1280*768 pixels and 30 frames per second.

Resolution	Pixel	Typical Net Video Bandwidth Requirement	
		H.263	H.264
Low	176 x 144 (QCIF)	64 kbps	45 kbps
Standard	320 x 200 (QVGA)	162 kbps	114 kbps
High	640 x 480 (VGA)	776 kbps	545 kps

Note: The above numbers show an average bandwidth requirement but peak usage might be higher. The above numbers do not include the audio-bandwidth.

Supported languages

Currently the following languages are supported:
- English,
- French,
- German,
- Spanish,
- Italian,
- Portuguese
- Simplified Chinese

Over the time, new languages can be added to the product.

Apple Mac Requirements:

Operating System:
Mac OS 10.6 or above.

Processor:
Intel Core i5
Mac OS 10.6 or above.

PC requirements.

Processor:
• Minimum: Pentium 4 2.4 GHz or equivalent, Video Card with DirectX 9.0c support
• Optimal: Intel Core 2 Duo or equivalent. Video Card with DirectX 9.0c support. For HD video, the minimum requirements are Intel Core 2 Duo 2.3 GHz or equivalent, hardware video acceleration, camera, 2GB RAM and DirectX 9.0c support.
Memory:
• Minimum: 1 GB RAM
• Optimal: 2 GB RAM
Hard Disk Space: 50 MB
Operating System:
• Microsoft Windows XP Service Pack 3.
• Microsoft Windows Vista (32-bit and 64-bit).
Vista support is only on Business, Enterprise and Ultimate versions.
• Microsoft Windows 7 (32-bit and 64-bit).
Windows 7 support is only on Professional, Enterprise and Ultimate versions.

• **Windows Installation**
For installation on Windows PCs, access to the following Windows updates, appropriate to the user's version of Windows operating system, is required if not already installed.
• **Microsoft .NET Framework 4.**
• **Microsoft Visual C++ 2008 SP1.**
• **Microsoft KB967634 Hotfix.**
Connection: IP network connection (broadband, LAN, wireless)
Sound Card: Full-duplex, 16-bit or use USB headset

Multimedia Device Requirements

The IP Office Softphone requires both speakers and a microphone to make calls.
Any of the following configurations are acceptable:
• External speakers and microphone
• Built-in speakers and microphone
• Dual-jack multimedia headset
• USB multimedia headset
• USB phone.

HID-compliant devices can be configured to work with the IP Office Softphone to support a cradle switch functionality.

Video Cameras
Calls made with the IP Office Softphone will work without a video camera, but a video camera is necessary to allow other parties to see your image. The IP Office Softphone will work with most
Note that these are recommendations. Depending on other applications on the PC, Softphone cannot guarantee uninterrupted voice and Video quality. While Softphone runs with high priority on the PC in order not to be impacted by normal applications other programs with similar priority could impact Softphone performance. Sample applications could be other Multimedia or communication applications like web-sharing programs or programs that are essential for PC

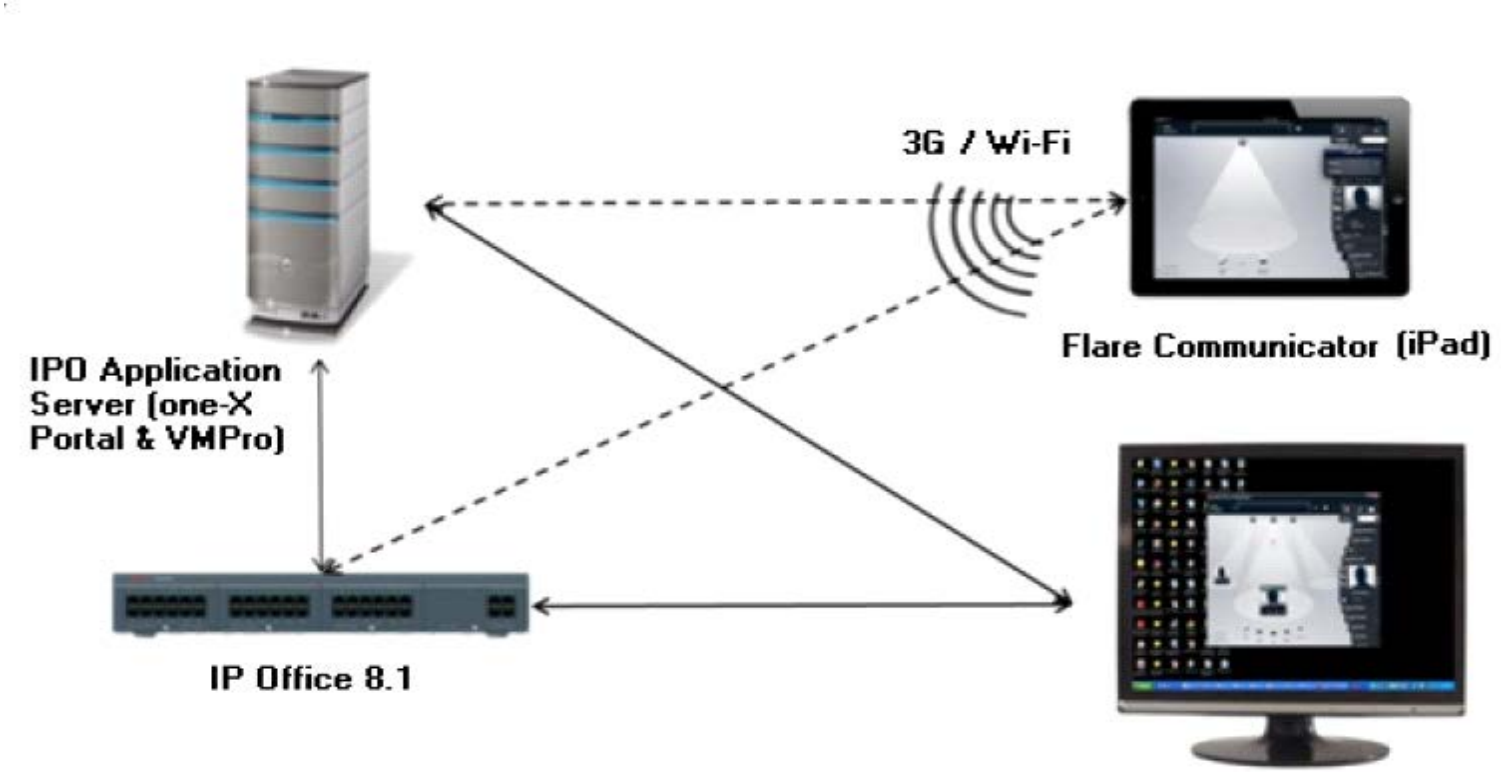
Flare Communicator for IP Office

Avaya Flare Communicator is a collaboration software client that delivers an innovative interface for real time communications for Windows and on the iPad. It enables users to handle phone calls, instant messages, presence, enterprise contacts and launch e-mail, all from the same interface. Flare communicator delivers the intuitive graphic design of the Avaya Flare® Experience—"spotlights," media menu, notification bar, and contact cards. This provides a new level of collaboration for users and is the first step in extending the Avaya Flare Experience to non-Avaya devices.

With its contextual, people-centric design, the Avaya Flare Communicator for IP Office will make communications and collaboration easier and more convenient than ever before for SME and mid-market customers.

Flare Communicator Solution Architecture

Flare Communicator for IP Office communicates with both IP Office and one-X Portal to provide communication and collaboration features. Telephony features such as make/receive calls, hold/un-hold, mute/un-mute, DTMF, MWI etc. are provided by IP Office 500v2 and UC features such as IM, presence, and enterprise contacts are provided by the one-X Portal server.



Deployment options

Flare Communicator for IP Office is available in two modes:

- Flare Communicator
- Flare Communicator with telephony-only features

The feature set available in each mode depends on your network configuration and the licensing options that you choose. The following sections describe the network requirements for each mode and the features that they support.

Flare Communicator for Windows & iPad Breakdowns
<---- Flare Communicator for Windows

<---- Flare Communicator for iPad

Flare Communicator Licensing

The following table lists the licensing requirements for each version of Flare Communicator:

Edition	Add-on license	Mode
IP Office Essential Edition	Avaya Softphone License	Flare Communicator with telephony-only features
IP Office Preferred or Advanced Edition (without user packages)	Avaya Softphone License	Flare Communicator with telephony-only features
IP Office Preferred or Advanced Edition (with user packages)	Power User or Office Worker	Flare Communicator
IP Office Server Edition	Power User or Office Worker	Flare Communicator

Flare Communicator

When you deploy IP Office and Avaya one-X® Portal in your network, you can use Flare Communicator. In this configuration, Flare Communicator uses the features of both IP Office and Avaya one-X® Portal to extend enterprise communications to the device of the user. For example, Flare Communicator can reach the telephony features of IP Office and obtain the presence information, call history logs, and instant messaging functions of Avaya one-X® Portal. This deployment also provides access to the list of personal contacts and the ability to search contacts.

Flare Communicator with telephony-only features

You can use Flare Communicator with telephony-only features when Avaya one-X® Portal is not part of your network or when you do not have Power User or Office Worker licenses. In this configuration, you can use Flare Communicator with telephony-only to gain access to the features of IP Office only. You can access the system contacts from IP Office, and can access local call logs only.

Features

The following table lists the features available in each mode of Flare Communicator

Feature	Flare Communicator for Windows	Flare Communicator for Windows with telephony only features	Flare Communicator for iPad	Flare Communicator for iPad with telephony only features
Make and Receive	√	√	√	√
Mute and Unmute	√	√	√	√
DTMF	√	√	√	√
MWI	√	√	—	—
System contacts	√	√	√	—
Personal Contacts	√		√	— Note: Personal contacts are the local contacts on the iPad. The local Outlook® contacts are also deemed as personal contacts. Personal contacts from the Avaya one-X® Portal server are not available.
Enterprise contact search	√	√	√	√
Call history logs	√ Note: Stored on the Avaya one-X® Portal server.	√ Note: Stored locally.	√ Note: Stored locally.	√
Dialing rules	√	√	√	√
Instant messaging	√	—	√	—
Presence	√	—	√	—
Simultaneous mode	√	—	√	—
Email	√	√	√	√

Return to Cover

Applications	Min PC & MAC Resourses	Intel Pentium	Intel Celeron	AMD	Notes
Application Appliance Server dependencies: (CentOS Linux)					
IMPORTANT: Compatible Servers					
The compatibility of any particular server PC for the operating system cannot be guaranteed. It is the installers responsibility to ensure that the server platform is compatible with CentOS 5 (http://www.centos.org). A list of tested servers is available at https://hardware.redhat.com/. The servers used by Avaya for product testing were: • HP ProLiant DL160 • Dell Optiplex 780MT					
one-X Portal for IP Office and Voicemail Pro	4GB RAM 30 GB Hard disk space Recommended: 4GB RAM 30 GB Hard disk space	Intel Dual Core 2.4GHz	NA	AMD Athlon 64 4000 or equivalent	**Operating System:** The IP Office Application Server installation installs its own operating system (CentOS Linux), replacing any existing operating system on the PC. If an OS free PC cannot be obtained, Linux based PCs are typically cheaper than equivalent Windows based PCs. **Drives** DVD Drive or other bootable source for operating system installation. **Other Requirements:** • The server PC must be configurable to boot from DVD or another external source in order to overwrite any existing OS. This may require access to the BIOS in order to change the boot order if the PC is supplied with an operating system already installed. • The IP Office Application Server is intended to operate as a headless server, i.e without requiring any keyboard, video and mouse (KVM) connections after initial installation. All configuration and user access is done remotely from other PCs.

For Voicemail Pro server running on the IP Office, the following Voicemail Pro features are not supported:

- **VB Scripting**
- **3rd Party Database Integration**
- **VPNM**
- **UMS Web Voicemail** (However, access via IMAP and one-X Portal for IP Office are available as alternatives.)
- **ContactStore**

Server Applications dependencies: (See Note 1, 2 and 3 below)					
VoiceMail Lite (EOS- 8/3/2009)	256MB RAM	Any - 1.4GHz clock speed	Any - 1.7GHz clock speed	Any - 1.4GHz clock speed	Attempting to run the applications on lower specification PC's may cause degradation of operation and will not be supported.
VoiceMail Pro Basic	256MB RAM, Hard Disk Free Space 2 GB*	Pentium 4 1.4GHz	Any - 1.7GHz clock speed	Any - 1.4GHz clock speed	To avoid replacing the server when adding new applications we recommend that a Pentium 4 2.8GHz (or equivalent) is used when possible. • Also allow 1MB per minute for message and prompt storage.
VoiceMail Pro plus UMS Web Voicemail and/or Campaigns	512MB RAM, Hard Disk Free Space 2 GB*	Pentium 4 2.8GHz clock speed	Not tested	Athlon XP 3000+, Athlon 64	• Also allow 1MB per minute for message and prompt storage. • Both Web Campaigns and UMS Web Voicemail require the IIS web server on the voicemail server PC to be enabled. • UMS Web Voicemail will install PHP is not detected as already installed.
VoiceMail Pro + Customer Call Reporter SEE NOTE 3		Supported on a Dual Core CPU of 2.4Ghz and higher. The separate requirements of Voicemail Pro and Customer Call Reporter must be meet.			Voicemail Pro and IP Office Customer Call Reporter can be run on the same server up to a maximum of 16 Voicemail Pro ports and 50 agents. **SEE NOTE 3**
VoiceMail Pro plus IVR and or TTS	512MB RAM Hard Disk Free Space Min 20 GB* drive	Pentium 4 2.8GHz clock speed	Not tested	Athlon XP 3000+ All Athlon 64 chips are supported	• Also allow 1MB per minute for message and prompt storage. • Generic TTS only. The current ScanSoft TTS provided with Voicemail Pro is not supported on Vista. • If the database being queried is located on the VM Pro server, the query speed of the database will be affected by the amount of memory available. Please take into account the memory requirements of the database being queried.
ContactStore Standalone	512MB RAM 10GB drive.	Pentium 4 2.8GHz clock speed	Not tested	Athlon XP 3000+ All Athlon 64 chips are supported	• If run on the same PC as the Voicemail Pro, apart from meeting the requirements of Voicemail Pro: • ContactStore must use a separate disk partition from Voicemail Pro. • Minimum hard disk free space increases to 20GB* and Pentium processor to P4 2.8GHz minimum. • *1: For all voicemail servers, also allow 1MB per minute for messages and greeting storage. • *2: Also allow 7.2MB per hour for recordings in the Contact Store disk partition. • Recordings and data are stored in PostgresSQL database. This is created during installation of the ContactStore software.

VoiceMail Pro + Compact Contact Center V5 CCC (EOS-2/3/2010)	**512MB RAM Min10GB* drive**	**Any Dual Core CPU of 2.4Ghz and higher.** The separate requirements of Voicemail Pro and CCC must be meet.	**Not tested**	**Athlon XP 3000+ All Athlon 64 chips are supported**	**VM Pro and CCC can be run on the same server up to a maximum of 25 agents, 8 ports of VM Pro.**
Customer Call Reporter	2GB (4GB recommended). Hard Disk Free Space 30GB	D945 Dual Core	Not tested	AMD Athlon 64 4000+	Also requires MS-SQL 2005. If installing a licensed edition of MS-SQL on the IP Office Customer Call Reporter server PC, the separate requirements of the MS-SQL Edition must be meet.
Compact Contact Center Standalone (EOS-2/3/2010)	**512MB RAM 20 GB drive.**	**Any - 1.4GHz clock speed**	**Any - 1.7GHz clock speed**	**Any - 1.4GHz clock speed**	
Conferencing Center (EOS-2/8/2010)	**512MB RAM Min 80GB free disk space**	**Pentium 4 2.8GHz clock speed**	**Not tested**	**Athlon XP 3000+ All Athlon 64 chips are supported**	**Windows XP Professional, 2000 Professional can be used but would typically support a maximum of 10 web clients. To support more than 10 clients a server with IIS will be required. Any Dual Core CPU of 2.4Ghz and higher is supported.**
one-X Portal for IP Office	4GB RAM 20GB free disk space	D945 Dual Core	Not tested	AMD Athlon 64 4000+	**SEE NOTE 3 FOR SINGLE SERVER SPECS WHEN INSTALLING WITH VMPRO AND CCR.**
Delta Server (SMDR) See Note 1	**256MB RAM Min 10GB free disk space. IE5.5 or higher**	**Any - 1.4GHz clock speed**	**Any - 1.7GHz clock speed**	**Any - 1.4GHz clock speed**	**The Delta Server and CBC can be installed on either the same PC or on separate PC's. In both cases these are the minimum PC specifications.**
Feature Key Server PC See Note 1	**256MB RAM 1MB free disk space.**	**Pentium III 800MHz clock speed**	**Celeron 3 800Mhz clock speed**	**Athlon B 650MHz clock speed**	**Feature key server is not required for IP Office systems with a serial port dongle attached directly to the IP Office control unit or for IP500 systems.**
	*Also allow 1MB per minute for message and prompt storage.				

Note 1:

Features No Longer Supported:
In addition to the ending of Voicemail Lite support in IP Office Release 5, the following applications are no longer supported in IP Office Release 6.0 and higher.
- Delta Server
- Customer Contact Center (CCC)
- Compact Business Center (CBC)
- Conferencing Center
- Feature Key Server
- Call Status

Note 2:

Virtual Server Support:
For IP Office Release 8.0 and higher, all applications supported on Windows server operating systems are supported while running on the following virtual servers:
- VMWare.
- Microsoft Virtual Server.
- Microsoft Server Hyper-V.

Note 3:

Server PC Consolidation: See Technical Tip 227 for other options

The VoiceMail Pro server application with all its components can be installed on a single server PC together with the Avaya one-X Portal for IP Office server application and the customer Call Reporter application. For this scenario the following limits have to be considered:

	Voicemail Pro	Customer Call Reporter	one-X Portal for IP Office	Minimum IP Office Release	Minimum PC Specification
1.	16 Ports	150 Agents	–	Release 5	As per each application.
2.	8 Ports (4 TTS)	–	50 Simultaneous users.	Release 6	2GHz Dual Core, 4GB RAM, Windows 2008 Server (32 or 64-bit).
3.	16 ports (8 TTS)	50 Agents	150 Simultaneous users.	Release 6	2GHz Quad Core, 6GB RAM, Windows 2008 64-bit. CCR run in virtual server Windows 2003.

Key:

VM Lite – VoiceMail Lite	**VM Pro –** VoiceMail Pro	**IMS –** Integrated Messaging Pro	**CM –** Campaign Manager	**CCC –** Compact Contact Center **CCR –** Customer Call Reporter
TTS – Text To Speech	**TVR** – Third Party Database Access	**CS –** ContactStore **EOS** - End of Sale	**CBC –** Compact Business Center	**UMS –** Unified Messaging Service

Client Applications dependencies:

Flare Communicator for IP Office	RAM 2 GB with 1.5GB of free disk space	Dual-core 2.4GHz.	Not Tested	Not Tested	**Licensing** • Essential Edition - Avaya Softphone license - **Note: Telephony mode only.** • Preferrred Edition - Office Worker or Power User • Server Edition - Office Worker or Power User
IP Office Softphone Windows & MAC	Minimum: 1 GB RAM Optimal: 2 GB RAM 50 MB of free disk space	**Windows:** • Minimum: Pentium 4 2.4 GHz or equivalent. • Optimal: Intel Core 2 Duo or equivalent, Video Card with DirectX 9.0c support. **MAC OS:** • Mac OS 10.6 or above. • Intel Core i5.	Not Tested	Not Tested	Microsoft Internet Explorer 6.0 or later. **Sound Card:** • Full-duplex, 16-bit or use USB headset **Multimedia Device Requirements:** The IP Office Softphone requires both speakers and a microphone to make calls. Any of the following configurations are acceptable: • External speakers and microphone • Built-in speakers and microphone • Dual-jack multimedia headset • USB multimedia headset • USB phone. HID-compliant devices can be configured to work with the IP Office Softphone to support functions such as hook-switch control. **Video Cameras:** Calls made with the IP Office Softphone will work without a video camera, but a video camera is necessary to allow other parties to see your image. The IP Office Softphone will work with most USB video cameras.
Conferencing Web Client (EOS-2/8/2010)	Internet Explorer 6.0 or above	ANY	ANY	ANY	Any desktop machine can be used as long as it is capable of running IE6
Phone Manager Lite/Pro	64MB RAM and 160 Mb of free disk space	800Mhz	Celeron3 800Mhz.	Athlon B 650MHz.	• Phone Manager is not support on Server Edition
Phone Manager PC SoftPhone	128MB RAM 1GB free disk space.	800MHz	Celeron3 800Mhz.	Athlon B 650MHz.	• A sound card is needed if audio features are required. • Phone Manager Pro PC Softphone also requires the user PC to have a speaker and microphone installed and the user associated with an IP extension on the IP Office.

Receptionist (formerly SoftConsole)	128MB RAM with 1GB of free disk space	Pentium III 800MHz clock speed	Celeron 3 800Mhz clock speed	Athlon B 650MHz clock speed	• The IP Office SoftConsole works in conjunction with a physical IP Office extension phone to provide the speech path for calls. It is not supported for use with an IP softphone. • A maximum of four Receptionist applications can be run per SMB system. • A maximum of ten Receptionist applications can be run per Server Edtion system. • in the A sound card is needed if audio features are required.
ContactStore Web client	• IE 7. • IE 8.	ANY	ANY	ANY	**Configuring your Browser** The Search and Replay page downloads an ActiveX control, which it uses to decompress the audio for replay. If your default security settings prohibit downloading such controls, you need to provide a means of getting the ActiveX control to your users' desktops. Internet Explorer (IE) determines rights by putting web servers into zones and then granting those zones specific rights. **To access and use the page, the zone needs the following rights:** • Run ActiveX controls and plug-ins. • Script ActiveX controls marked safe for scripting. • ActiveX Scripting. • Download signed ActiveX controls. • On Windows Vista you must also clear the Enable Protected Mode checkbox
1st Party TAPI	64MB RAM and 50Mb of free disk space	Pentium III 800MHz.	Celeron 3 800Mhz	Athlon B 650MHz.	In this unlicensed mode the TAPI software supports control of an individual user's associated extension, allowing a TAPI compliant application to answer (requires a phone that supports handsfree answer) and make calls.
3rd Party TAPI	64MB RAM and 50Mb of free disk space	Pentium III 800MHz.	Celeron 3 800Mhz	Athlon B 650MHz.	In this licensed mode, TAPI software can be used to control call function on multiple user extension. This mode is used with CTI Developer applications.
IP Office Manager	256MB RAM and 1 GB of free disk space	Pentium III 800MHz.	Celeron 3 800Mhz	Athlon Opteron, Athlon64/XP	• NET2 Installed with Manager if not already present.
Call Status **EOSupport for R6**	64MB RAM 50MB disk space	Pentium III 800MHz.	Celeron 3 800Mhz	Athlon B 650MHz.	**Call Status** has been replaced by the **System Status Application** and is included in the IP Office Admin suite to assist with maintenance of pre-4.0 IP Office systems.

System Monitor	128MB RAM 10GB disk space	Pentium III 800MHz.	Celeron 3 800Mhz	Athlon B 650MHz.	For IP Office 4.0 and higher, the **System Status Application** has been added to provide more easily interpreted information than is provided by Monitor. Two versions of Monitor are included in the IP Office Admin applications suite, one for IP Office 4.0 systems and one for pre-4.0 IP Office systems. Care should be taken to ensure that the correct version is used when monitoring an IP Office system.
IP Office SSA	256MB RAM and 1.4GB of free disk space	PIII 800MHz	Celeron 3 800Mhz	Athlon B 650MHz	Requires Java Virtual Machine 1.4.2 or later. Each SSA session takes about 35M of RAM. For IP500 V2 systems, SSA is pre-installed on the system's Avaya SD memory card and can be run by browsing to the IP Office system's IP address. **- Web Browser** **• Internet Explorer 7+.** **• Mozilla Firefox 3.0.**
Contact Center View (CCV) **EOSupport for R6**	128MB RAM and 10GB of free disk space	Pentium III 800MHz clock speed	Celeron 3 800Mhz clock speed	Athlon B 650MHz clock speed	For OS of Windows XP, minimum RAM increases to 256MB
CCC Reporter **EOSupport for R6**	Internet Explorer 6 or above	ANY	ANY	ANY	Any desktop machine can be used as long as it is capable of running IE6.
Wallboard Server **EOSupport for R6**	128MB RAM and 10GB of free disk space	Any - 1.4GHz clock speed	Any - 1.7GHz clock speed	Any - 1.4GHz clock speed	The Wallboard Server MUST reside on the same PC as the Delta Server
Wallboard Client **EOSupport for R6**	128MB RAM and 10GB of free disk space	Pentium III 800MHz clock speed	Celeron 3 800Mhz clock speed	Athlon B 650MHz clock speed	For OS of Windows XP, minimum RAM increases to 256MB
PC Wallboard **EOSupport for R6**	128MB RAM and 10GB of free disk space	Pentium III 800MHz clock speed	Celeron 3 800Mhz clock speed	Athlon B 650MHz clock speed	For OS of Windows XP, minimum RAM increases to 256MB

one-X Portal for IP Office User Requirements	one-X Portal for IP Office is tested using the current versions of the Internet Explorer, Mozilla Firefox and Safari browsers Note: The Internet Explorer 9 web browser is not supported.	ANY	ANY	ANY	• The browser must be JavaScript enabled. • For sounds, Windows Media Player or Quick Time must be installed with the browser. When using a browser other than Internet Explorer, Windows Media Player can be supported by the addition of the Firefox Windows Media Play plugin. This plugin is available from http://port25.technet.com/pages/windows-media-player-firefox-plugin-download.aspx. Currently this plugin is useable with Google Chrome, Mozilla Firefox and Windows Safari. • The Remember me on this computer option requires the browser to allow cookies. • Language one-X Portal for IP Office currently supports English, French, German, Italian, Dutch, Brazilian Portuguese, Russian and Simplified Chinese. The language it uses will be the best match to the browser language preferences. . • Phone one-X Portal can be used with most phones supported by the Avaya IP Office telephone system but not with Phone Manager PC Softphone. • For analog phone users, the user's **Call Waiting On** and **Off Hook Station** settings should be selected in the user's IP Office configuration.

Windows Operating System support for Release 8.1

This sections summarizes the support for IP Office applications by IP Office Release 8.1. Some specific features of applications may have additional requirements. Those requirements will be details in the appropriate application installation manual.

IP Office Applications and Windows Operating System support for Release 8.1

The following table gives a summary of the operating systems on which the IP Office applications that are part of the IP Office Release 8.1 have been tested and are supported. While the applications may function of other operating systems, they have not been tested by Avaya and are not supported.

IP Office Application	Windows Clients						Windows Servers			MAC PC
	XP Pro		Vista		Windows 7		2003	2008/ 2008 R2		MAC OS
	32	64	32	64	32	64	32	32	64	10.6 +
Preferred Edition Server	√	–	√	–	√	√	√	√	√	–
... plus UMS	–	–	–	–	–	–	√	√	√	–
... plus campaigns	–	–	–	–	–	–	√	√	√	–
Preferred Edition client	√	√	√	√	√	√	√	√	√	–
ContactStore	√	–	√	√	–	–	√	√	√	–
one-X Portal for IP Office	–	–	–	–	–	–	√	√	√	–
Customer Call Reporter	–	–	–	–	–	–	√	√	√	–
SoftConsole	√	–	√	√	√	√	–	–	–	–
IP Office Manager	√	√	√	√	√	√	√	√	√	–
System Monitor	√	√	√	√	√	√	√	√	√	–
System Status Application	√	√	√	√	√	√	√	√	√	–
TAPI - 1st Party	√	√	√	√	√	√	√	√	√	–
TAPI - 3rd Party	√	√	√	√	√	√	√	√	√	–
IP Office Video Softphone	√	–	√	√	√	√	–	–	–	√
Phone Manager Lite/Pro	√	–	√	–	√	√	–	–	–	–
Phone Manager PC SoftPhone	√	–	√	–	√	√	–	–	–	–

IP Office Softphone Installation	**Windows Installation** **For installation on Windows PCs, access to the following Windows updates, appropriate to the user's version of Windows operating system, is required if not already installed.** **• Microsoft .NET Framework 4.** **• Microsoft Visual C++ 2008 SP1.** **• Microsoft KB967634 Hotfix.**

• Vista support is only on Business, Enterprise and Ultimate versions.
• Windows 7 support is only on Professional, Enterprise and Ultimate versions.

Virtual Server Support

For IP Office Release 8.0, all applications supported on Windows server operating systems are supported while running on the following virtual servers:
- **VMWare.**
- **Microsoft Virtual Server.**
- **Microsoft Server Hyper-V.**

Browser Application Support

The following applications are accessed using web browsers. The table below details the browsers tested by Avaya.

Application	Windows					Mac	
	Internet Explorer	Firefox	Opera	Safari	Chrome	Safari	
IP Office Application Server	√ 7+	√ 3+	√ 2+	√ 3.2+	–	√ 3.2+	
Voicemail Pro UMS	√ 7+	√ 3+	√ 2+	√ 3.2+	–	√ 3.2+	
one-X Portal for IP Office	√ 7+	√ 3.5+	–	√5+	√	√ 5+	
Customer Call Reporter	√ 7+	√ 3+	√ 2+	√ 3.2+	√	√ 3.2+	
ContactStore 7.8	√ 7+	–	–	–	–	–	
System Status Application	√ 7+	√ 3+	–	–	–	–	For IP500v2 systems, SSA is pre-installed on the system's Avaya SD memory card and can be run by browsing to the IP Office system's IP address.
Web Management	√ 8 only	√ 3.6+	–	√ 4+	–	√ 4+	

Microsoft Outlook Support

Where IP Office applications interact with Microsoft Outlook, for IP Office Release 8.1, the versions of Outlook supported are Outlook 2003, Outlook 2007

From Tech Tip 198:	**IP Office Applications Operating System / Service Pack Support Policy** When a new PC Operating System or Service Pack is released by Microsoft, Avaya will aim to support the new OS or Service Pack within 6 months of release. This time is required to re-certify the applications through the Software Verification and Field Trial programs. Support will then be announced in a Technical Tip or Bulletin.

IP Office Applications and CentOS 5.5 23 bit Linux Operating System support for R8.1

The IP Office Application Server is a single installer for selected IP Office applications running on Linux. The Linux operating system is included as part of the installation. It requires minimal Linux knowledge due to the inclusion of a web based management interface to allow the server to be managed remotely via web browser. However, experienced Linux System Administrators can extend the value of the solution by installing additional general purpose business applications. Any additional applications installed should be compatible with the base CentOS 5.5 32 bit Linux operating system.

Application	Notes
one-X Portal for IP Office	This is a web browser based application that user's can use to control making and answering calls on their phone. It also provides a range of gadgets for the user to access features such as their directory, call log and voicemail messages. The one-X Portal for IP Office application is configured and managed remotely using web browser access. Each user who wants to use one-X Portal for IP Office needs to be licensed.
Voicemail Pro	This is a voicemail messaging application. It provides mailbox services to all users and hunt groups on the IP Office switch for which it is configured. In addition is can be customized to provide a range of call routing and voicemail services. The Voicemail Pro application is configured and managed remotely using the Windows Voicemail Pro client. A copy of the Voicemail Pro client can be downloaded and installed from the IP Office Application Server. The number of simultaneous connections to voicemail is licensed.
Web Control	The IP Office Application Server server is configured and managed remotely using web browser access.
Linux	The base operating system installed is CentOS, a Linux operating system. However, no specific knowledge of Linux is required for installation or maintenance of the IP Office Application Server.

For Voicemail Pro server running on the IP Office Application Server for IPO R8.0, the following Voicemail Pro features are not supported:

- VB Scripting.
- 3rd Party Database Integration.
- VPNM
- UMS Web Voicemail Note: However access via IMAP and one-X Portal are available as alternatives.
- ContactStore.

Release R8+ Upgrade Scenarios									
IP Office Control Unit	Transfers licenses to IP500V2 SD	Installs or Upgrades to R8+	√ Essential License assumed or X Essential license required	√ Essential R8+ License created or X Essential License Required	Number of Essential H.323 Remote Workers	Requires you to order the new IP500v2 R8 + Essential License	Preferred License assumed	Requires to order R8+ Preferred License	User Licenses require Preferred Edition License to function
IP400 Control Unit with VMPro Upgrading to IP500V2	√	√	X	X	4	√	√	X	√
IP400 Control Unit with EVM Upgrading to IP500V2	√	√	X	X	4	√	X	√	√
IP500V1 Control Unit with Preferred Edition	NA	√	√	X	4	X	√	X	X
IP500V1 Control Unit with EVM Edition	NA	√	√	X	4	X	X	√	X
IP500V1 Control Unit with Preferred Edition - Upgrading to IP500V2	√	√	X	X	4	√	√	X	√
IP500V1 Control Unit with EVM Edition - Upgrading to IP500V2	√	√	X	X	4	√	X	√	√
IP500V2 Control Unit with Preferred Edition Upgrading to R8+	NA	√	X	√	4	X	√	X	X
IP500V2 Control Unit with EVM Edition - Upgrading to R8+	NA	√	X	√	4	X	X	√	X

Additional IP Office R8+ Upgrade Considerations

- Do they have any VPN Phone licenses?
  - This license became obsolete from R6.0 and higher. Will require the Avaya IP Endpoint license.
- Do they have IP Phones ?
  - They will need Avaya IP Endpoint licenses for each extension.
- Do they have VCM32/64 and VCM Channels licenses?
  - Since release R6.0 the VCM32/64 are now fully enabled with 32/64 VCMs.
  - Along with the VCM32/64 being fully enabled, you also have 12 equivalent IP Endpoint licenses.
  - IP500 VCM Channel licenses purchased for the VCM32/64, will be converted to Avaya Equivalent IP Endpoint licenses at a ratio of 3 to 1 (e.g. a 4 channel VCM Channel license Plus the original 4 enabled with the purchase of the VCM32/64 would add 24 Equivalent Avaya IP Endpoint licenses).
- Do they have CCC Supervisor or Agent licenses?
  - With release R6.0 and higher CCC is not supported and would have to be migrated/replaced with CCR.
    - There is a migration code that can be purchased (217658) that will convert all CCC Supervisor and Agent licenses to CCR Supervisor and Agent licenses.
      - **Note: This will be a total application replacement. The CCC Database will not migrate to CCR, so Customer expectations must be set appropriately.**
- Do they currently use/have the IMS Pro application license?
  - With release R5.0 and higher IMS Pro went "End of Sale" and is no longer supported.
    - The replacement for IMS Pro is UMS.
    - UMS is a per User licensing, unlike IMO Pro that was a single System license.
    - There is no migration from IMS Pro to UMS licensing. If the Customer is looking for Voicemail to e-mail synchronization they have to purchase the appropriate UMS and/or User Productivity licensing.
- Do they currently use/have Phone Manager Pro licensing?
  - They can migrate their Phone Manager Pro licenses to Office Worker licensing.
    - These would be all the Phone Manager Pro licenses that have specific set number of licenses.
    - The only Phone Manager Pro License that cannot be migrated is the "Unlimited" license (177474).
- Do they use the Delta Server application to provide 3rd Party Call Accounting feeds?
  - Delta Server is not supported from release R6.0 and higher.
  - SMDR feed is now provided to a specific IP Address and port number. The Authorized Avaya DEV Connect Partners that provide this integration have also adapted to this process.
  - If they used a Non Avaya DEV Connect Partner, their Call Accounting feed may stop working.
- Do they have/use the IP Office Conferencing Center application?
  - The Conferencing Center application is no longer supported from release R6.0 and higher.
- Do they want to re-use their IP400 Analog Trunk card?
  - They will require an IP500 Legacy Carrier Base card (Maximum 2 Legacy Carrier base cards per IP500 Control Unit)
  - There were two different IP400 Analog Cards that were sold and only one is supported on the Legacy Carrier
    - 700359938 - ANLG 4 Uni is supported
- Do they want to re-use their IP400 T1/E1 trunk cards?
  - They will require an IP500 Legacy Carrier Base card (Maximum 2 Legacy Carrier base cards per IP500 Control Unit)
    - **The older IP400 T1/PRI trunk cards do not support Mobile Call Control or Mobile Call Back. If the Customer wants this feature they will need to order an IP500 T1/PRI card and appropriate Channel licenses.**
- Do they want to re-use their IP400 VCM cards?
  - Only the VCM 4, 8, 16, 24 and 30 cards can be re-used.
  - They will require an IP500 Legacy Carrier Base card (Maximum 2 Legacy Carrier cards per IP500 Control Unit).
  - You will get Avaya IP Endpoint licenses by reusing the legacy VCM card 3 to 1. (e.g. a 4 channel VCM Card would add 12 Avaya IP Endpoint licenses).
  - There are three things that I can think of in relation to the legacy VCM;
    - We won't support G.722 Wideband Audio on a system that contains a legacy VCM (even if it also has an IP500 VCM)
    - The legacy VCMs have significantly shorter echo cancellation times so there is a greater risk of audio quality issues.
    - The legacy carrier is not a good use of an IP500 slot - you only get a single card not a base plus trunk.
- Do they want to re-use their IP400/IP500 Expansion Modules?
  - All the IP400/IP500 Expansion Modules can be re-used with the following exceptions:
    - IP400 WAN3 Module
    - IP400 WAN3 10/100 Module

Avaya IP Office Applications Server

Product Overview

Avaya leverages the powerful capabilities of the next generation HP® ProLiant DL120 G7 server to provide the reliability, scalability and processing power required for larger scale Avaya IP Office deployments.

The application server incorporates Intel's latest Xeon E3-1220 series processor technology and provides the capabilities required for real-time communications applications in a 1U form factor. Avaya has engineered and tested the specific server configurations for Avaya IP Office applications solutions ensuring that the IP Office applications perform to Avaya's stringent specifications for both individual applications and as part of an overall Avaya solution.

The applications server is part of the family of the Avaya Common Servers. The applications server is the base server, which comes packaged and shipped with the IP Office Linux Applications DVD software preinstalled, ensuring a quick and easy installation. It is an external, rack mounted server that will provide scalability for larger IP Office installations and multi-site deployments not currently supported with the new IP Office Unified Communications Module. Avaya will continue to be the source of supply for the servers running Avaya applications, providing value added services in terms of the configuration and optimization of the complete solutions we offer to our customers.

The applications server is Linux based and Avaya supported, simplifying the server standardization and minimizing installation time for IP Office applications, reducing Total Cost of Ownership (TCO)

SKU	Description	NPL ($)
269810	DL120 G7 Server IP Office R8+	3500

Technical Specifications for the HP DL120 G

- CPU: 3.1GHz Xeon E3-1220
- RAM: 12GB
- HDD: 250GB
- Optical Drive: DVD +/-RW
- Rack Mountable 1U
- Linux OS and IP Office Applications software images will be preloaded

Capacity: Full scale IP Office system deployment;

- Up to 40 ports of Preferred Edition Voice Mail Pro
- Up to 1000 mailbox/users in a Multi-site network of up to 32 IP Office systems
- Up to 250 Avaya one-X portal for IP Office users (Power User, Teleworker, Office Worker and Mobile Worker)

Preferred Edition and User productivity solution licenses for the applications server are sold separately. Requires power cord; orderable separately

700289770	PWR CORD NA 18AWG 10 Amp AC (North America)
700289747	IPO/B5800 PWR LEAD (EARTHED) UK
700289762	IPO/B5800 PWR LEAD (EARTHED) EU

IP Office Software Compatibility

This page summarizes the hardware components supported on different releases of core software.

Control Units

Control Units	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
Small Office Edition	-	-	-	-	-	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-
IP401	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-	-	-	-	-
IP403	√	√	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-
IP406 V1	√	√	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-
IP406 V2	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	-	-	-
IP412	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	-	-	-
IP500	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500v2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
DL360/120 Server Edition	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√

External Expansion Modules

Control Units	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
IP400 ATM16	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 DS16	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 DS30	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 DS16 V2	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 DS30 V2	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 Phone 8	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 Phone 16	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 Phone 30	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 Phone 8	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 Phone 16 V2	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 Phone 30 V2	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 So8	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP400 WAN3	-	-	-	-	-	-	√	√	√	√	-	-	-	-	-	-	-	-	-	-
IP400 WAN3 10/100[1]	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	-	-	-
IP500 ATM16[2]	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP500 So8	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP500 DS16	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP500 DS30	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP500 DS16A (RJ21)[3]	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
IP500 DS30A (RJ21)[3]	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
IP500 Phone 16 V2	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
IP500 Phone 30 V2	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√

1. **Not supported on IP500 and IP500v2 systems.**
2. **North America only.**
3. **IP500v2 systems only.**

Cards

IP500 Base Cards	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
IP500 Phone 2	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 Phone 8	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 Digital Station 8	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 Card Carrier	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 VCM32	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 VCM64	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 VCM32 V2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√
IP500 VCM64 V2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√
IP500 4-Port Expansion	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√
IP500 ETR6 [1] [2]	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
IP500 Combination ATM[1]	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
IP500 Combination BRI[1]	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
IP500 TCM 8[1]	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
C110 Unified Communications Module[3]	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√

1. IP500v2 systems only
2. Only supported in IP Office Basic Edition - PARTNER® Mode or IP Office Basic Edition - Quick Mode (Mu-Law) modes running in a North American locale.
3. Not available until 1st quarter 2012

IP500 Trunk Cards	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
IP500 Analog Trunk Card	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 BRI 2 Trunk Card	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 BRI 4 Trunk Card	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
IP500 PRI-1U	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√
IP500 PRI-2U	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√

Phones

1000 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
1010	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√
1040	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√

1100/1200 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
1120E	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√
1140E	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√
1220	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√
1230	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√

1400 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
1403	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
1408	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
1416	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√

1600 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
1603[1]	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√
1603-I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
1603SW	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√
1603SW-I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
1608[1]	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√
1608-I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
1616[1]	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√
1616-I	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√

1. 4.2 Q4 '08+.

20 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
2010	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-	-	-
2030	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-	-	-
2050	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-	-	-
20CC	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-	-	-
20DT	√	√	√	√	√	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-

2400 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
2402D	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
2410D	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
2420	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√

3600 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
3616	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
3620	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√
3626	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
3641	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
3645	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√

3700 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
3701	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√
3711	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√
3720	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√
3725	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√
3740	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
3749	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√

3800/3900 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
3810	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√
3910	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
3920	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√

4100 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
4135	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
4136	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
4145	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
4145EX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
4146	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
4146EX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√

4400 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
4406D	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
4412D	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
4424D	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√

4600 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
4601	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
4602IP	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
4602SW	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
4606	√	√	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-
4610SW	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√
4612	√	√	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-
4620	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
4621	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√
4624	√	√	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-
4625	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√

5400 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
5402	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
5410	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
5420	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√

5600 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
5601	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
5602IP	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
5602SW	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
5610SW	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
5620	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√	√
5621	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√

6400 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
6408D	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	-	-	-
6416D	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	-	-	-
6424D	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	-	-	-

7400 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
7420	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
7430	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
7434	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
7439	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
7440	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
7444	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
7449	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√

9000 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
9040	√	√	√	√	√	√	√	√	√	√	√	-	-	-	-	-	-	-	-	-

9500 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
9504	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
9508	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√

9600 Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
9608	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√
9611	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√
9620L	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
9620C	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
9621	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√
9630G	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
9640	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
9640G	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
9641	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√
9650	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
9650C	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√

B100-Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
B149	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
B159	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
B179	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√

ETR Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
ETR6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
ETR6D	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
ERT18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
ETR18D	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
ETR34	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√
ETR34D	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√

M-Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
M7100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
M7100N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
M7208	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
M7208N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
M7310	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
M7310N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
M7324	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
M7324N	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√

T-Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
T7000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
T7100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
T7208	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
T7316	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
T7316E	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
T7406	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
T7406E	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√
ACU	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	√	√	√

T3/T3IP Series

Phone	1.0	1.1	1.2	1.3	1.4	2.0	2.1	3.0 DT	3.0	3.1	3.2	4.0	4.1	4.2	5.0	6.0	6.1	7.0	8.0	8.1
T3 Compact	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√
T3 Classic	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√
T3 Comfort	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√	√	√
T3 IP Compact	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
T3 IP Classic	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√
T3 IP Comfort	-	-	-	-	-	-	-	-	-	-	-	√	√	√	√	√	√	√	√	√

Feature	IP Office Preferred Edition VoiceMail Pro	IP Office Essential Edition Embedded Voicemail
Platform Support		
IP500 V2	Yes	Yes (does not use VCM resources)
IP500 V1	Yes*	Yes (does not use VCM resources)
Application Server Linux DL120	Yes	NA
R8.0+ UC Module Linux	Yes	NA
R8.1+ SE HP Server Linux DL360/DL120	Yes	NA

Voicemail Pro Features running on Linux - UC Module, Application Sever or DL360/DL120

Voicemail Pro runs on both Windows and Linux servers. For Voicemail Pro server running on Linux such as with the IP Office Application Server, the following Voicemail Pro features are not supported:

- **VB Scripting**
- **3rd Party Database Integration**
- **VPNM**
- **UMS Web Voicemail**

(However, access via IMAP and one-X Portal for IP Office are available as alternatives.)

- **ContactStore**

When logged into the voicemail server using the Voicemail Pro client, those features not supported are grayed out or hidden. If those features are present in an imported call flow, they will not function and calls attempting to use those features will be disconnected.

The Voicemail Pro client's backup and restore functions cannot currently be used to move voicemail data between a Linux based server and a Windows based server or vice versa. The client functions for importing and exporting module and the call flow database can be used.

For Small Community Network scenarios where multiple voicemail servers are present, for example distributed and backup server, a mix of Linux based and Windows based servers are allowed.

*IP Office 500 R4.0 to R4.2 running in IP Office Professional Edition mode only.		
Capacities		
Number of Mailboxes supported	No Limit - Limited only by IP Office configuration.	Limited only by IP Office configuration.
Maximum No. of Concurrent Calls (ports)	Up to 40 dependent on license for IP500V2 and UC Module. Up to 100 on DL360 SE, and 40 on DL120 SE.	20 on UC Module w/one-X Portal 40 on UC Module w/VMPRO only 100 on DL360 SE 40 on DL120 SE 6 simultaneous calls on IP500 V2. 4 simultaneous calls on IP500
Voicemail Storage Size	UC Module: 380 hours of voicemail storage,accounting for logging which will use storage. PC/Server dependent on hard disk space. (Requires 1MB per minute)	IP500 V2: 2 ports: Up to 15 hours 4 ports: Up to 20 hours 6 ports: Up to 25 hours IP500: Up to 15 hours
Features		
Runs as a service	Yes	No
Multi-lingual support	Yes	Yes
International Time Zone support	Yes	No
Voicemail for Individual users	Yes	Yes
Voicemail for Virtual users	Yes	Yes
Voicemail for Hunt Groups	Yes	Yes
Group Broadcast	Yes	No
Unified Messaging Service (UMS)	Option	No
Integration with Microsoft Exchange Server 2007/2010	Option	No
Capable to interact with Blackberry solution	Option[1]	No
Resilience and Backup	Option	No
Small Community Network Operation	Yes	No
Centralized Voicemail Services	Yes	No
Distributed Voicemail Servers in an SCN	Yes	No

Voicemail Ringback	Internal and external	Internal only
Voicemail Help TUI	Yes	No
Message Waiting Indication	Yes	Yes
Visual Voice (interactive menu on phone display)	Yes	Yes
Integration with Phone Manager Pro	Yes	No
Integration with one-X Portal Message	Yes	Yes
Personalized Greeting	Yes	Yes
Extended personal Greetings	Yes[2]	No
Continuous Loop Greeting	Yes	No
Forward to Email	Yes	Yes
Copy to Email	Yes	Yes
Listen To Email (Text To Speech)	Yes[2]	No
Send Email notification	Yes	Yes
Save Message	Yes	Yes
Delete Message	Yes	Yes
Forward Message to another Mailbox	Yes	Yes
Forward to Multiple Mailboxes	Yes	Yes
Forward with a Header Message	Yes	Yes
Repeat Message	Yes	Yes
Rewind Message	Yes	Yes
Fast Forward Message	Yes	Yes
Pause Message	Yes	Yes[2]
Skip Message	Yes	Yes
Oldest message first / newest message first Message Playback	Yes	No
Set Message Priority	Yes[2]	No
Set automatic message deletion timeframe	Yes	No
Alphanumeric Data Collection	Yes[2]	No
Callers Caller ID, time and date announced	Yes	Yes
Call Back Sender (if Caller ID available)	Yes	Yes
Remote Access to Mailbox	Yes	Yes
User Definable PIN Code	Yes	Yes
Known Caller ID PIN Code By-Pass	Yes	Yes

Breakout to Reception	Internal and external.	Internal and external.
	1 Requires UMS (enabled through the Power User, Office Worker and the Teleworker licenses) and MS Exchange Server 2007/2010 with a mobility solution (for example a Blackberry) - not provided by Avaya. 2 Intuity mode only.	
In-Queue Announcements		
Queue Entry Announcement	**Yes**	**Yes**
Queue Update Announcement	**Yes**	**Yes**
Queue Position Announcement	**Yes**	No
Time in Queue Announcement	**Yes**	No
Time in System Announcement	**Yes**	No
Estimated Time to Answer (ETA)	**Yes**	No
Exit Queue to alternative answer point	**Yes**	No
Auto-Attendant / Audiotex		
Multi-Level Tree Structure	**Yes**	**Yes (up to 40 in R4.1 & higher)**
Message Announcements	**Yes**	No
Whisper Announce	**Yes**	No
Alarm Calls	**Yes**	No
Assisted Transfers	**Yes**	No
Dial by Name	**Yes**	**Yes**
Direct Dial by Number	**Yes**	**Yes**
Other Features		
Call Recording	**Yes**	No
Tamper proofed / verified Call Recording	**Yes**	No
Test Conditions	**Yes**	No
Personal Numbering	**Yes**	No
Speaking Clock	**Yes**	No
Campaign Manager	**Yes**	No
VoiceMail Pro Manager	**Yes**	No
Customized Voicemail	**Yes**	No
Intuity TUI emulation mode	**Yes**	Yes[2]
Forward Emails to External Systems (VPIM)	**Yes**	No
Third Party Database Access (IVR)	**Yes**	No

IP Office Voicemail Prompt Comparisons
<--- Preferred/Server Edition IP Office Mode
<--- Preferred/Server Edition Intuity Mode
<--- Embedded/Essential Voicemail IP Office Edition
<--- Essential Voicemail IP Office Partner Edition
<--- Essential Voicemail IP Office Partner/Basic Edition/ (Intuity Mode)

VoiceMail Pro Actions

NEW! R8.0

International Time Zone Support

International Time Zone support in Preferred Edition gives the customers with a multi-site environment
(IP Office SCN network) in different time zones the ability to get the right time stamps and
announcements for the local time zone of the IP Office switch they are connected to.

- **Each personal voicemail recording will have the timestamp of the local switch**
- **Each announcement e.g. opening times will have the timestamp of the local switch**

The feature works in a Distributed/Backup Preferred Edition scenario in the same way. The feature also works in the same way for voice messages delivered to the hunt-groups.

The following Preferred Edition features are affected by the ITZ feature:

- **Alarm Set**
- **Call Answering (Users and Hunt Groups)**
- **Call Recording**
- **Campaigns**
- **Clock Action**
- **Distribution List**
- **Incoming VPNM**
- **Outcalling**
- **Upgrades**
- **Week Planner Action**

NEW! R8.0

NEW! R6.1

Complete Sequence Function

Complete Sequence is the ability for the Voicemail Pro to complete call-flow tasks once a call has been terminated has been introduced in this release. The capability will allow call independent tasks, such as the sending of multiple emails, and data manipulation tasks and database read/write tasks to continue to completion, or till a configured timeout expires, even after the incoming call terminates.
The Complete Sequence checkbox is found on the Specific Tab of the Start Point Action. There is a Timeout Setting in seconds to allow for tasks such as database interactions to finish before completion of the callflow.

NEW! R6.1

Basic Actions - These actions are chiefly used to control the routing of a call between actions.

Mailbox Actions - These actions relate to the leaving and collecting of messages from a mailbox.

Configuration Actions - These actions allow the caller to alter the settings of a user or hunt group mailbox.

Telephony Actions - These actions relate to telephony functions such as call transfers.

Miscellaneous Actions - These actions do not fit into a single category.

Condition Actions - These actions are used to create branches in the call routing according to whether a value is true or false.

Database Actions - These actions relate to retrieving and adding data to a database.

Queue Actions - These actions are associated with hunt group queues and so are not available to user and short code start points.

one-X Portal for IP Office

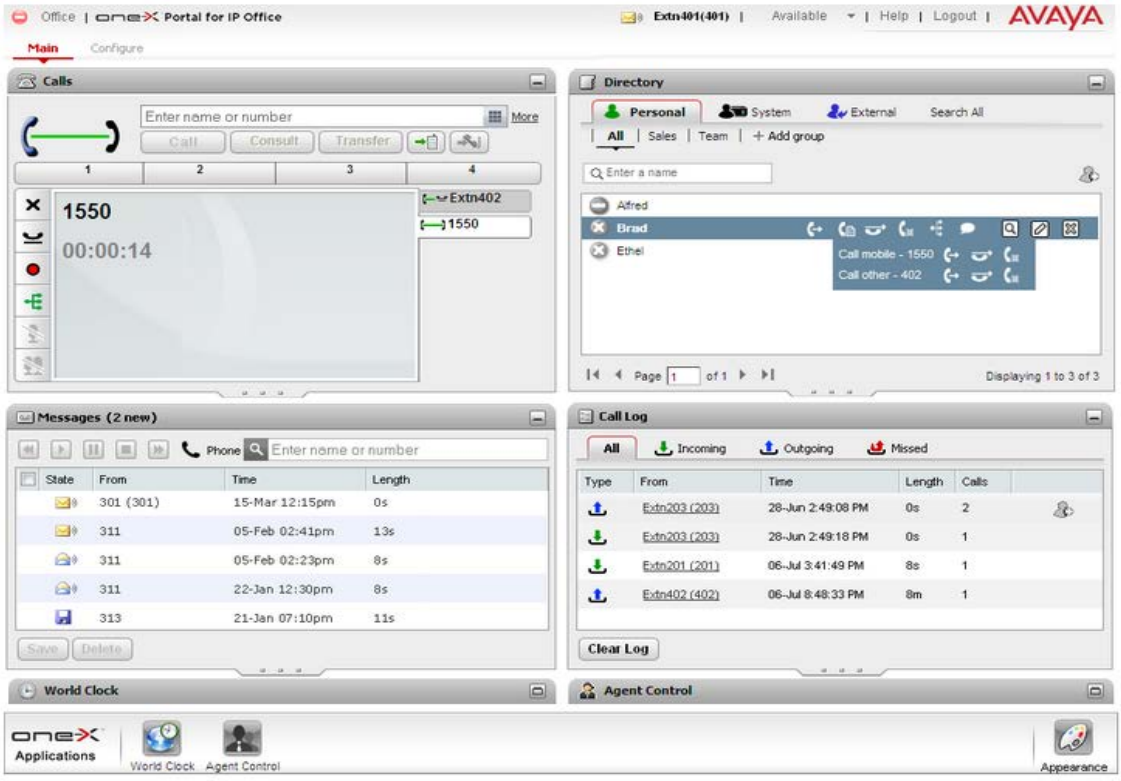
The Avaya one-X™ Portal for IP Office is an application that provides users control of their telephone from a networked PC.

Avaya one-X™ Portal for IP Office can be used with any IP Office extension; analog, digital or any IP telephones, wired or wireless, and is available as part of the IP Office Office Worker, Power User or Teleworker user licenses only.

Avaya one-X™ Portal for IP Office is a server based application that the user accesses via web browser.

Note: The one-X Portal Application comes included as part of the R8.1+ Sever Edition on the DL360/120 Servers. Appropriate licensing (Office Worker or Power User) is reqired for individual Users.

Via separate gadgets, Avaya one-X™ Portal for IP Office provides easy access to telephony features, call information, call and conference control, instant messaging, directory and VoiceMail Pro mailbox.



one-X Portal Details
<--- Calls Gadget
<--- Call Log Gadget
<--- Messages Gadget
<--- Directory Gadget
<--- Presence and Instant Messaging
<--- The World Clock Gadget
<--- Agent Control Gadget
<--- Personalizing the Layout
<--- Extensibility with 3rd Party Gadgets
<--- Profiles
<--- Call Assistant
<--- Server, Browser and Other Requirements

Feature	Phone Manager Lite	Phone Manager Pro and PC SoftPhone	one-X Portal for IP Office
Web browser based	–	–	Yes
OS independent (Windows, Linux, Mac support)	–	–	Yes
Click to dial	–	–	Future
Citrix/terminal server support	–	–	Future
Inbound/outbound call handling.	Yes	Yes	Yes
Phone call control.	Yes	Yes	Yes
Configure phone preferences.	Yes	Yes	Yes
Configure keyboard short cuts.	Yes	Yes	Yes
CLI (ANI) / Name display.	Yes	Yes	Yes
Speed dial / Busy Lamp Field management.	Yes - 15 icons maximum.	Yes - 100 icons maximum per tab.	Yes - from Personal & System Directory
Speed Dial tabs (to group Busy Lamp Field icons)	Yes - 1 Tab	Yes - 10 tabs maximum.	Yes – 5 Personal Directory tabs maximum.
Transfer call by drag and drop to a speed dial icon	–	Yes	–
View internal users' presence	Yes (Telephony + LCS[1])	Yes (Telephony + LCS[1])	Yes (Telephony + User Status) + Custom Presence status + Presence from calendar mining + Presence from other supported networks
Send Instant Messages (IM) to internal users	Yes (requires LCS[1])	Yes (requires LCS[1])	IM to internal and external users from supported Presence networks
Telecommuter mode	–	Yes (not PC SoftPhone)	Yes (except Office Worker profile)
Mobile Twinning Configuration	–	–	Yes
Call Pick Up	–	–	Yes
Compact mode	–	Yes	Yes – Call Assistant
Personal Phone Directory	–	Yes - 1000 entries maximum.	Yes – 100 entries maximum
System Phone Directory	–	Yes - 5000 entries maximum.	Yes - 5000 entries maximum.
External Phone Directory (e.g. LDAP/Active Directory)	–	Yes - 5000 entries maximum.	Yes - unlimited
Call history log – all, missed, messages.	Yes– while logged in	Yes– while logged in	Yes - 24/7 call log
Separated incoming/outgoing call log.	–	Yes	Yes
Collect new voicemail messages.	Yes	Yes	Yes
Voicemail box control (Intuity and IP Office modes).	–	Yes	Yes
Personal Distribution List set up (Intuity mode)	–	Yes	–
Incoming call scripting.	–	Yes	–
Time on call.	–	Yes	Yes
Advice of Charge (ISDN service provider dependent)	Yes	Yes	–
Door opening control.	–	Yes	Yes (via analog extension)
Queue monitoring.	–	Yes - 2 Queues	Future
Conference Control Display.	Yes	Yes	Yes
Audio Conference Management	No	No	Yes
Screen pop' contacts with Outlook	–	Yes	Yes (with Call Assistant Plug-In)
Simple Outlook contact record creation.	–	Yes	–
Agent Mode.	–	Yes	Yes
Distinctive Ringing (WAV file).	–	Yes	–
Post Connect dial (sending DTMF while connected to another party).	Yes	Yes	Yes
VoIP mode (to run as an IP softphone)	–	Optional license	Yes (with Power User or Teleworker licenses only)
Video Softphone	–	–	Yes (with Power User or Teleworker licenses only)

1. LCS: Microsoft Live Communications Server 2003

Customer Call Reporter

Overview

Contact Centers are a requirement at nearly every level of business, from very small informal groups of 5 or 10 "customer service reps", to large formal campaigns that can involve thousands of agents.

However, customers in the small business market are generally very nervous about making such a high profile investment in a "contact center solution." They require a "business intelligence solution" that deploys easily, can be managed with very little training, and can provide statistics on each segment of the business. Small businesses also do not have the resources for extra IT staff to administer databases, servers, etc, so they need a solution that can be easily understood by their own employees. It should operate as a service to each of the clients.

IP Office Customer Call Reporter Concept

IP Office Customer Call Reporter is a server based contact center product designed explicitly for small businesses. Drawing upon the latest web and design technologies, IP Office Customer Call Reporter introduces significant new capabilities to effectively and efficiently manage a single-site call center environment. The product focus is on ease of use and deployment simplicity to ensure improved ongoing productivity and lower support costs.

In its native web server environment the IP Office Customer Call Reporter can be simply installed onto a single server without the need for any client software deployment. Administration and management of the call center is carried out via a thin client through a secure password protected web browser session.

IP Office Customer Call Reporter Key Features

- Real time Call Center activity monitor and historical reporting.
- Microsoft server based with thin client (web browser) client connections.
- Simplified installation and maintenance.
- Supervisor Dashboard which consists of a goal, statistics information ticker and a set of graph display panels
- Seven reporting templates provide drag and drop and user defined filter functionality
- Three customizable Supervisor views and summarized Agent views
- Report Scheduler.
- Custom Reports
- Customer Map.
- Multi-lingual capable.
- Supports up to 30 Supervisors and 150 Agents.

IP Office Customer Call Reporter Business Benefits

- **Lower TCO**

  IP Office Customer Call Reporter provides small businesses with a web based contact center measurement tool, producing cradle to grave reporting in an easily understandable format with no client software to load.

- **Standards Based**

  IP Office Customer Call Reporter uses standards based applications, such as Microsoft SQL 2008 Express, and supports all major web browser software, to provide small business installers with greater flexibility in deployment.

- **Ease of Use**

  IP Office Customer Call Reporter's real-time charts can be customized by the user in the manner that suits their business best, with historical reporting templates that allow the business to filter on the type of date they want to see.

CCR Details
<--- What's New in IP Office Customer Call Reporter 8.1
<--- Ordering IP Office Customer Call Reporter
<--- CCR Server/OS/Client/Database requirements
<--- Dashboard
<--- Real Time Report/Monitor
<--- Call Statistics
<--- Historical Reporting
<--- Creating an IP Office Customer Call Reporter Report
<--- Supervisor Wallboard
<--- Custom Reports
<--- Customer Map

Avaya IP Office Support Services

Overview | IPOSS - Offer Definition

The Avaya IP Office Support Services (IPOSS) offer provides manufacturer support to maintain and support Customers' IP Office systems and applications. The offer will be available with the launch of IP Office Release 8.1, and future releases.

The Avaya IP Office Support Services portfolio provides global service options designed to maintain and support IP Office. This portfolio of services is tailored to meet a wide range of customer needs, by providing a solution-centric approach and delivering increased value in a flexible and modular support model. These new offers introduce a simplified quoting and pricing methodology based on node/server.

The Offer is available globally through Avaya Single Tier purchasing and the Avaya Two Tier Distribution

IP Office Support Services (IPOSS) is consistent, flexible and simple

- Single fee per node*
- Base offer includes:
  - Remote Technical Support: HW and SW
  - Business Hour Support – 8x5x5
  - Major Software Upgrades
  - Software Patches and Updates
  - Enhanced Remote Connectivity
  - 1, 3 or 5 year prepaid terms

Optional Add-Ons

Any Time / Any Day Support 24x7x365

Parts Replacement

NBD, 4 hour delivery
Parts Onsite Installation by Technician – US Only

IPOSS Offer Overview

- **Applies to IP Office 8.1** and above (older releases remain on SME-TSP)
- **A la Carte upgrades** remain in place:
  - Must be on current IP Office release as a pre-requisite for IPOSS
  - Support Offer is economically the best way to stay current and covered
    - Base support circa $215 list, software upgrade >32 users is $199 list
- **Simplified, Single Pricing Structure** for SME and Midmarket
  - Server options: 500v2, small Linux, large Linux, Application server (all priced per server)
    - Only the APR price varies based on server type
    - UC module is included in the 500v2 server support price
- **Future Handset coverage** in new Avaya terminal replacement offer
  - Will be platform-agnostic offer, not specific to IPOSS

IPOSS Support Expectations

- Distributor Supports:
  - Sale of the offer to Partners
  - Implementation Services
  - On-boarding and enablement activities
  - Feature / Function and product warranty inquiries
  - Programming Services
  - Partner Training
  - Continued Maintenance Support of Existing Heritage Nortel and Avaya Base

- IPOSS Maintenance Calls Handled by Avaya
  - Distributors no longer handle IPOSS maintenance calls
  - Partner/Customer calls Avaya directly for maintenance issues
  - Maintenance support from Avaya requires a contract to be in place for the specific Customer location

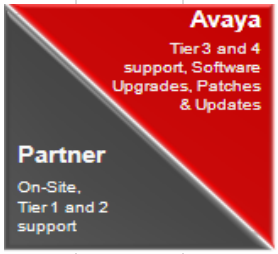
Go-to-Market Models: Flexible Partner-Oriented Service Options

Remote Technical Support through Wholesale or Co-Delivery

Wholesale Model

- Services sold on partner contract – remote services delivered by Avaya
- Reduces partner ramp time to market and investment in training and infrastructure
- Customer can contact Partner or Avaya directly

Co-Delivery Model

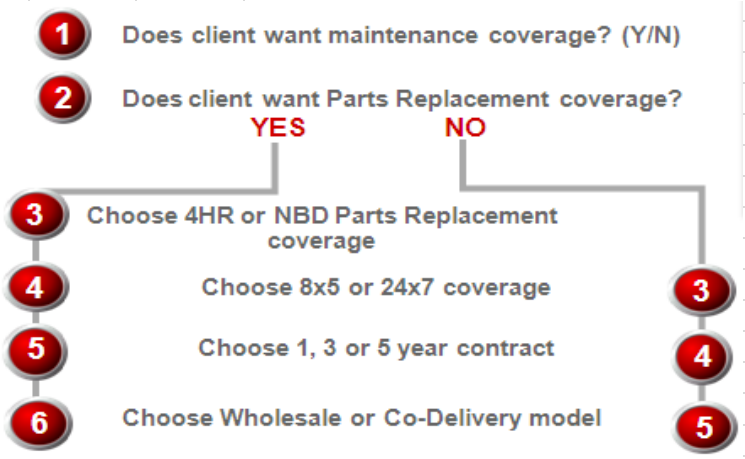


- Services sold on partner contract – support delivered by Partner and Avaya
- Requires Service Desk & 1 ACIS or 1 ACSS certification (no site survey)
- Sold to partners to complement their offers
- Customer relationship owned by partner
- SME Experts receive direct access to Avaya Tier 3, support, non-SME Experts call Service Desk

Quoting IP Office Support Services

Maximum of 6 questions

- Fixed price per server
- Single order code
- EZ Quote, EC, GPPC Price Book, Disty Tools



Promotional Entry Pricing – 1 year, USD List
Will have 1, 3 and 5 year terms, all total pre-pay

	Wholesale List Price			Co-Delivery List Price			
Offer Options	IP 500 V2	HP DL360G7 Linux	HP DL120G7 Linux	IP 500 V2	HP DL360G7 Linux	HP DL120G7 Linux	
Remote Technical Support & S/W Upgrades							
8x5 Rem Tech Support & S/W Upgrades	$215	$215	$215	$194	$194	$194	Per Server
24x7 Rem Tech Support & S/W Upgrades	$275	$275	$275	$248	$248	$248	Per Server
With NBD Advance Parts Replacement (APR)							
8x5 Rem Tech Support, NBD APR & S/W Upgrades	$284	$611	$390	$256	$550	$351	Per Server
24x7 Rem Tech Support, NBD APR & S/W Upgrades	$344	$671	$450	$310	$604	$405	Per Server
With 4-Hour Advance Parts Replacement							
8x5 Rem Tech Support, 4-Hour APR & S/W Upgrades	$353	$1,007	$565	$318	$907	$509	Per Server
24x7 Rem Tech Support, 4-Hour APR & S/W Upgrades	$413	$1,067	$625	$372	$961	$563	Per Server
With Onsite NBD Advance Parts Replacement							
8x5 Rem Tech Support, Onsite NBD APR & S/W Upgrades	$319	$809	$478	N/A	N/A	N/A	Per Server
24x7 Rem Tech Support, Onsite NBD APR & S/W Upgrades	$379	$869	$538	N/A	N/A	N/A	Per Server
With Onsite 4-Hour Advance Parts Replacement							
8x5 Rem Tech Support, Onsite 4-Hour APR & S/W Upgrades	$384	$1,185	$644	N/A	N/A	N/A	Per Server
24x7 Rem Tech Support, Onsite 4-Hour APR & S/W Upgrades	$444	$1,245	$704	N/A	N/A	N/A	Per Server

Quoting IPOSS

- **Easy to quote** and order thru Distributor or Avaya tools
  - One material code (per server type)
- **Optional Parts:**
  - BASE OFFER: Remote Technical Support + Upgrade
  - Optional Parts: Next Business Day, 4 hour
  - Optional Avaya On-Site dispatch in US
  - EC Parts look up tool available to check part delivery options based on customer location
- **Migration of Customers** on older technology to IP Office 8.1 with IPOSS
  - Will not result in a Termination Fee even if contract value decreased as long as:
    - Coverage is not downgraded (ex: full support to remote OR 24X7 to 8X5)
    - New IPOSS term must be closest to remaining length of existing contract
    - Existing Retail to be recast to IPOSS Wholesale
    - Additional reviews will apply if existing contract is direct and exceeds 750 users/endpoints
    - Terminal like for like will be waived subject to revision when Avaya has a smooth IPOSS aligned phone offer

Please reference the IPOSS page on the Avaya Partner Portal
for more information related to training and awareness opportunities.

Order Form for IPOSS (Excel)

Return to Cover

IP OFFICE R8.1.52 Basic Edition & Basic Edition – PARTNER® Mode *This mode is only available in North America and Mexico locales.*
<--- What's the Difference?
IP Office Port Types - Link to IPO KB
Link to IPO KB R8.1 Basic Edition & Basic Edition Partner Mode System Features
<--- Feature Descriptions
<--- Hardware Support Summary
<--- IP Office Basic & Partner Mode Sets

Platform	PARTNER ACS	IP Office Basic / Partner Mode	IP Office Essential Edition
line 32	N	Y	Y
Key System Functionality	Y	Y	max 10 sets with same line appearance
PBX-mode	Y (pooled)	Y	Y
ETR Telephones	Y	Y	N
Digital Telephones	N	Y	Y
PRI/T1	N	1	8
Integrated SIP Trunking	N	Y	Y
SD Card Technology	N	Y	Y
System Capacity			
Extensions (max)	48	100	384
ETR	48	18	0
Digital	0	100	384
Analog	48	100	384
IP	0	0	384
Trunks (max)	31	72	192
Analog	21	32	144
Fractional T1	Y	Y	Y
24 Channel PRI/T1	N	Y	Y
SIP Trunks	3rd Party	Y (20 Max)	Y (128 Max)
Conferencing capacity	5	64	128 (max 64 in one conference)
Mobile Twinning	N	N	Y
TAPI Support	N	Y	Y
System Status Application (SSA)	N	Y	Y
Embedded Messaging vs PVM Large			
All sets have mailboxes	N	Y	Y
Day / Lunch / Evening Greeting	N	Y	Y
Max ports	2	6	6
VM to e-mail	N	Y	Y
Hours of Storage	2	15, 20, 25	15, 20, 25
No. of auto attendants	0	9	40
Remote Admin Via Modem	Y	Y	Y
Remote Admin Via IP	N	Y	Y

IP Office Hardware Support			
Platforms supported		IP500v2	IP500, IP500v2
Combination cards supported		2	2
DS8 cards supported		3	3
Phone 2 cards supported		4	4
Phone 8 cards supported		4	4
ETR 6 cards supported		3	0
ATM4 cards supported		4	4
PRI cards supported		1 (single only)	4 (single or dual)
Max expansion modules		8	12
4-port expansion cards supported		0	1
DS 16 modules supported		1	12
Phone 16 modules supported		6	12
DS 30 modules supported		3	12
Phone 30 modules supported		0	12
ATM 16 modules supported		1	12
Application Support			
Manager		Simplified or WEB Based	MS IP Office Manager only
TAPI Support		Y	Y
Embedded VoiceMail		Y	Y
Mobility		Y	Y
Preferred Edition		N	Y
Advanced Edition		N	Y
Office Worker		N	Y
Mobile Worker		N	Y
Teleworker		N	Y
Power User		N	Y
Receptionist		N	Y
Customer Service Agent		N	Y
Customer Service Supervisor		N	Y

System Status Application

Overview

The System Status Application (SSA) is a diagnostic tool for system managers and administrators to monitor and check the status of IP Office systems locally or remotely. SSA shows both the current state of an IP Office system and details of any problems that have occurred. The information reported is a combination of real-time events, historical events, status and configuration data to assist fault finding and diagnosis. SSA provides real-time status, historic utilization and alarm information for ports, modules and expansion cards on the system. SSA connects to all variants of IP Office running release 4.0 or later, using an IP connection that can be remote or local. Modem connections at 14.4kbps or above are supported for remote diagnostics.

SSA provides real-time status, historic utilization and alarm information for ports, modules and expansion cards on the system.

SSA is part of the IP Office 4.0 or later suite and connects to all variants of IP Office 4.0 or later software, using an IP connection that can be remote or local.

NEW! For R6.1

SSA now has the ability to generate/analyze BERT test patterns on IP500 PRI Trunk cards (single and dual).
SSA menus to select Line or Channel loopback on IP500 PRI Trunk cards
• Lines - Payload or Line Loopback
• Channels - Payload Loopback
To enable loopback or to run a bit error rate test the effect channels or line must be first set Out of Service, and cannot have a call in progress. SSA can be used to disconnect active calls, then once idle, SSA will command the IP Office to generate/analyze test patterns. SSA / IP Office will only support the testing of a single channel/circuit at a time

Initiated tests report results
• Elapsed Time
• Errored Seconds
• Errors Detected
• Errors Injected
• Bit Error Rate

SSA buttons
• Reset Counters
• Inject Errors
• Stop Tests

Trunks/Channels "Out of Service" Diagnostics
SSA provides the system engineer with the ability to place TDM trunks Out of Service without requiring a reboot. There is a new tab on the Trunks form in SSA for "Line Testing"
In and Out of Service options are delivered via Manager (PRI/T1 Trunk) and SSA (Trunks / Status). The existing options in Manager can be "merged".

NEW! For R6.0

Secure Digital (SD) Cards now includes SSA software to allow for an SSA connection through a web browser. Additional commands and the ability to upgrade the unit have been added to SSA in R6.0.

NEW! For R5.0

IP Telephony Quality of Service (QoS) Reporting

- Ability to send RTCPMON packets from Avaya H323 IP phones when registered to IP Office.
- Collect Quality of Service (QoS) data from RTCPMON packets and other RTCP packets.
- System Status Application (SSA) displays QoS data in extension/trunk status screens.
- SSA and SNMP alarms are raised at the end of a call/RTP-session.

Enhancements to VoIP Telephone Support

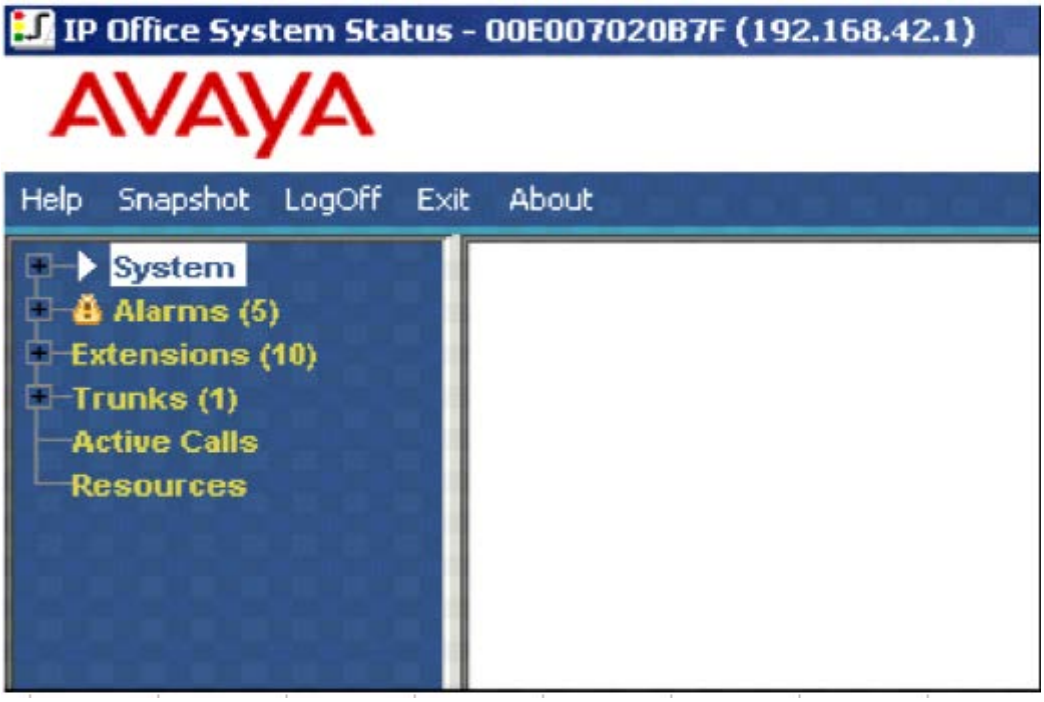
There are three ways to support the upgrade of Avaya IP Phones

- Custom – HTTP/TFTP Server
- Memory Card – Compact Flash
- Manager – HTTP/TFTP Relay to Manager

added to SSA in R6.0.

NEW! For R4.1

- The ability to play back previously recorded logs was added to SSA in Release 4.1.



SSA provides information on the following:

- **Alarms**

SSA displays all alarms which are recorded within IP Office for each device in error. The number, date and time of the occurrence is recorded. The last 50 alarms are stored within IP Office to avoid need for local PC

- **Call Details**

Information on incoming and outgoing calls, including call length, call ID and routing information.

- **Extensions**

SSA details all extensions (including device type and port location) on the IP Office system. Information on the current status of a device is also displayed.

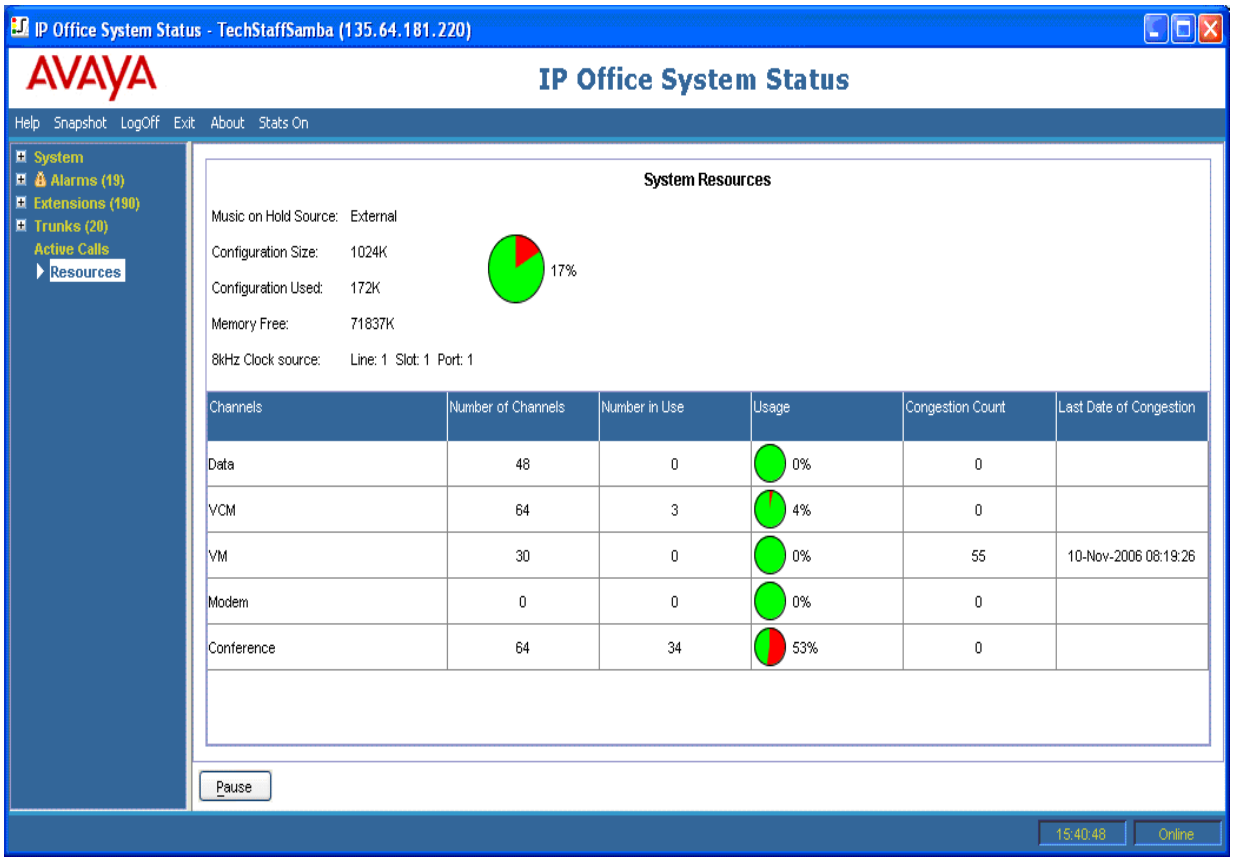
- **Trunks**

IP Office trunks and connections (VoIP, analog and digital) and their current status are displayed. For VoIP trunks, QoS information is also displayed (e.g. round trip delay, jitter and packet loss)

• **System Resources**

IP Office includes central resources that are utilized to perform various functions. Diagnosing these resources is often critical to the successful operation of the system. This includes details on resources for VCM, Voicemail and conferencing.

- ➔ Voicemail Channels
- ➔ Conference Channels
- ➔ Data Channels
- ➔ VCM Channels
- ➔ Modem Channels


IP Office System Status - TechStaffSamba (135.64.181.220)
AVAYA
IP Office System Status
Help Snapshot LogOff Exit About Stats On
System
Alarms (19)
Extensions (190)
Trunks (20)
Active Calls
Resources
System Resources
Music on Hold Source: External
Configuration Size: 1024K
Configuration Used: 172K
Memory Free: 71837K
8kHz Clock source: Line: 1 Slot: 1 Port: 1
17%
Channels | Number of Channels | Number in Use | Usage | Congestion Count | Last Date of Congestion
Data | 48 | 0 | 0% | 0 |
VCM | 64 | 3 | 4% | 0 |
VM | 30 | 0 | 0% | 55 | 10-Nov-2006 08:19:26
Modem | 0 | 0 | 0% | 0 |
Conference | 64 | 34 | 53% | 0 |
Pause
15:40:48
Online

• **Details (IP500 and IP500 V2 only)**

This button allows additional information to be displayed. This additional information can be hidden again by clicking on the Summary button.

• **Shutdown System**

This command can be used to shutdown the IP Office for a period of time after which it will automatically restart. Alternately it can be shutdown until power is removed and then reapplied.

• **Backup System Files (IP500 V2 only)**

Backup the files currently being used by the control unit to the backup folder on the System SD card.

• **Restores System Files (IP500 V2 only)**

Restore the files from the backup folder on the System SD card. A system shutdown will be required for the restored files to be used following the system restart.

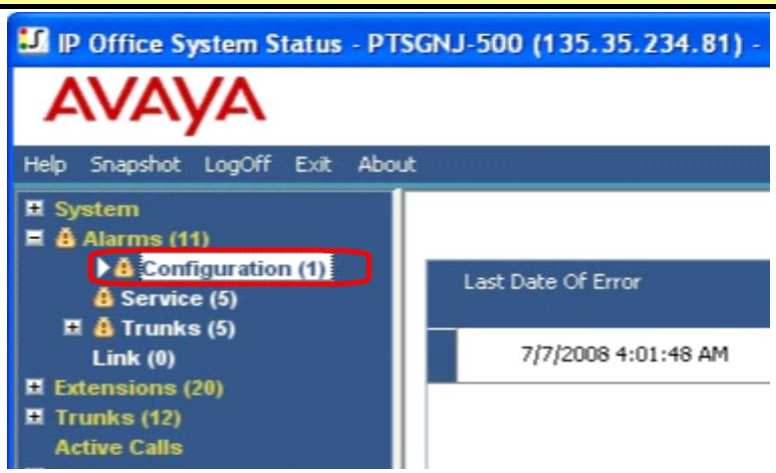
• **Upgrade Binaries (IP500 V2 only)**

Copy the files, other than system configuration files, on the Optional SD card in the system to the

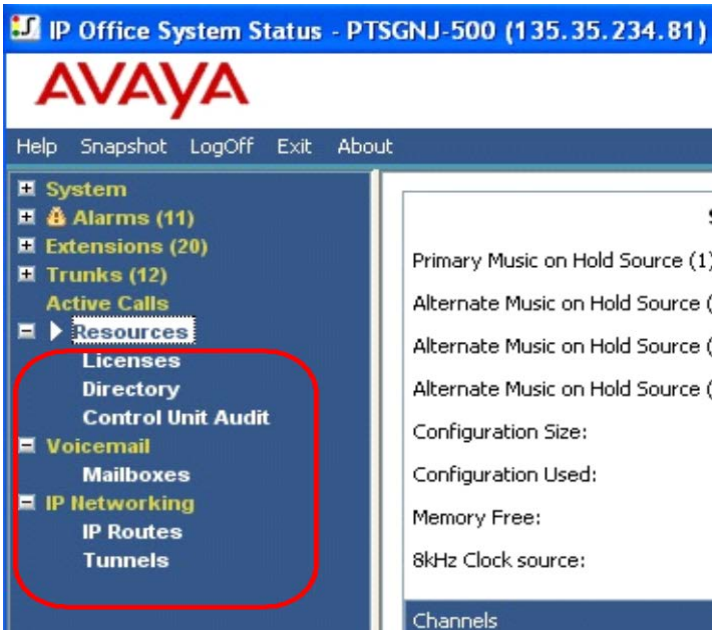
• Diagnosing these resources is often critical to the successful operation of the system.
• SSA can be launched independently or from IP Office Manager and there can be up to two (2) SSA clients connected to an IP Office unit at one time.

Note: SSA is not a configuration tool for IP Office systems. For information on configuration, refer to IP Office Manager

Enhancements with Release 4.2 of IP Office!



System Status Application (SSA) has a new real-time configuration alarms screen which shows the
- Duplicate Numbers in Small Community Networking dial plan.
- "No routing for Line" - Incoming Line Group has no associated Incoming Call Route.
- Call Routed to a non-existent Start Point in VoiceMail Pro.



SSA displays the following new resource availability alarms in IP Office 4.2 (see above):
- Attempt to use a feature for which no license is installed.
- Voicemail storage full or nearly full.

The following new screens are provided in SSA in IP Office 4.2:
- Control Unit Audit - details the last 15 accesses from Manager.
- Feature Key and License Status.
- Directory, including Users on the SCN.
- Real time Voicemail port status.
- Voicemail Summary/Detail information.
- Real time Mailbox status.
- IP Route and Service status.
- Tunnel Status.

General	
Dimensions	**Expansion Modules** Width 445mm/17.5" Height 71mm/2.8" Depth 245mm/9.7" **IP500V1/V2** Width 445mmm/17.5" Height 73mm/2.9" Depth 365mm/14.4" **HP DL360G7 and HP DL120 Server Edition** 1U Rack form factor (1.75"), less than 28 inches (70.5 cm) deep Dimensions(H x W x D) (with bezel) 1.70 x 16.78 x 27.25 in (4.32 x 42.62 x 69.22 cm) **The recommended minimum clearance, front and rear, for the connection of cables and other devices is 75mm/3".**
Call Capacity	Busy Hour Call Complete (BHCC) is a measure used to test IP Office systems under a high call load. For BHCC tests, each incoming call rings for 5 seconds, is answered and stays connected for 6 seconds. The BHCC figures for the different IP Office control units are listed below. Note that in some cases the BHCC figure achievable will be limited by the number of incoming trunks supported. **Preferred/Advanced Edition 32 locations, 1000 users total = 7200 BHCC** **Server Edition 32 locations, 1000 users total = 14400 BHCC (Max)**
Environmental	**IP500v1 & IP500v2 • 0°C to +40°C (32°F to 104°F):** 95% relative humidity, non-condensing. **HP DL120G7 / HP DL360G7 Server Edition Operating Temperature (system inlet air temperature) 10° to 35° C (50° to 95° F) at sea level with an altitude derating of 1.0°C per every 305 m (1.8° F per every 1000 ft) above sea level to a maximum of 3050 m (10,000 ft), no direct sustained sunlight. Maximum rate of change is 10° C/hr (18° F/hr). The upper limit may be limited by the type and number of options installed. System performance may be reduced if operating with a fan fault or above 30° C (86° F).** **Relative Humidity (non-condensing) 10 to 90% relative humidity (Rh), 28° C (82.4° F) maximum wet bulb temperature, non-condensing.** **Altitude Operating 3050 m (10,000 ft). This value may be limited by the type and number of options installed. Maximum allowable altitude change rate is 457 m/min (1500 ft/min).**
Unit Weight	**IP500v1/v2 System Unit** - 3.2Kg/7.0lbs **HP DL360G7 Server Edition** 39.5 lb (17.92 kg) **HP DL120G7 Server Edition** 26.23 lb **Analog 16 Module** - 2.9Kg/6.5lbs **DS16 Module** - 3.0Kg/6.7lbs **DS30 Module** - 3.5Kg/7.8lbs **DS16A Module** - 3.0Kg/6.7lbs **DS30A Module** - 3.5Kg/7.8lbs **TCM8 -** .4Kg/0.9lbs **Phone 16 Module** - 2.9Kg/6.5lbs **Phone 30 Module** - 3.1Kg/6.94lbs

Power Supply Consumption (Nominal Watts)	**HP DL120360G7 Server Edition** **Input Requirements for Standard 400W PSU:** **Rated Line Voltage 100 to 240 VAC** **Rated Input Current 3.41 Amps (at 120VAC) to 1.86 Amps (at 240 VAC)** **Maximum Rated Input Wattage Rating (Watts) 406 (at 120VAC) to 443 (at 240 VAC)** **Maximum Rated VA (Volt-Amp) 407 (at 120VAC) to 445 (at 240 VAC)** **Rated Input Frequency 50 to 60 Hz** **Maximum Peak Power 430 W**
	HP DL360G7 Server Edition **Input Requirements for Standard 460W PSU:** **Rated Line Voltage 100 to 240 VAC** **Rated Input Current 4.5 Amps (at 120VAC) to 2.2 Amps (at 240 VAC)** **Maximum Rated Input Wattage Rating (Watts) 520 (at 120VAC) to 503 (at 240 VAC)** **Maximum Rated VA (Volt-Amp) 542 (at 120VAC) to 524 (at 240 VAC)** **Rated Input Frequency 50 to 60 Hz** **Maximum Rated Output Wattage Rating 460**
	• IP Office 500v1/v2 System Unit: IEC AC inlet socket. 100-240V AC, 50/60Hz, 81-115VA, 2.5A maximum.
	• Power Supply Units: All CE/UL/Dentori Safety Approved.
	• Standard 40W Power Supply Unit (All IP400 control and V1 expansion units unless otherwise indicated) Supplied with the control or expansion unit. 40W PSU with integral lead to the unit. Connection to switched mains supply requires separately supplied country specific IEC 60320 C7 power cord (2-wire figure 8 connector). • Input: 100-240V AC, 50/60Hz, 81-115VA, 2A maximum. • Output: 24Vdc, 1.875A, output power 45W maximum.
	• Small Office 45W Power Supply Unit Supplied with the unit. 45W PSU with integral lead to control unit. Connection to switched mains supply requires separately supplied country specific IEC 60320 C13 power cord (3-wire earthed cold kettle lead). • Input: 100-240V AC, 50/60Hz, 81-115VA, 1.5A maximum. • Output: 24V DC, 1.875A, output power 45W maximum.
	· IP406 V2, DS 16/30V2 and Phone 8/16/30V2 - 60W Earthed Power Supply Unit Supplied with the control or expansion unit. 60W PSU with integral lead to the unit. Connection to switched mains supply requires separately supplied country specific IEC 60320 C13 power cord (3-wire earthed cold kettle lead). • Input: 100-240V AC, 50/60Hz, 81-115VA, 2.5A maximum. • Output: 24V DC, 1.5A, output power 60W maximum.
	• IP Office 500 80W internal Power Supply Integral to the System Unit. Connection to switched mains supply requires separately supplied country specific IEC 60320 C13 power cord (3-wire earthed cold kettle lead). • Input: 100-240V AC, 50/60Hz, 81-115VA, 2.5A maximum.
	· IP403, 406 V1 & 412 - 40W Non-Earthed Supply Unit: •Input: 100-240Vac, 50/60Hz, 81-115VA, 2A maximum. • Output: 24Vdc, 1.875A, output power 45W maximum.

Interface	Information
DTE Port	• **IPO 406 V2, IP412 and IP500:** 9 way D-type female connector,V.24/V.28
ISDN Ports	**EU Interfaces:** • **BRI:** RJ45 sockets. ETSI T-Bus Interface to CTR3 for Pan European Connection. • **PRI E1:** RJ45 socket. ETSI T-Bus Interface to CTR4 for Pan European Connection. • **PRI T1/J1:** RJ45 socket: FCC Part 68/JATE connection. **USA Interfaces:** • **PRI T1 Service:** Ground Start (GS) – Default, E&M, 56k data for 5ESS, 56/64/64 restricted for 4ESS. • **PRI ISDN Switch support:** 4ESS, 5ESS, DMS-100, DMS-250 (includes conformance to ANSI T1.607 and Bellcore Special Report SR4287, 1992). • **PRI ISDN Services:** AT&T Megacom 800, AT&T WATS (4ESS), AT&T SDS Accunet 56kB/s and 64kB/s (4ESS), AT&T Multiquest (4ESS).
Analog Trunk Ports	• **RJ45 sockets:** Loop start/Ground start (regional dependant)
Power Fail ports	• **RJ45 sockets: Only on ATM16 expansion Module. The first two trunks on the module are automatically switched to** power fail sockets on the rear of the unit in the event of power being interrupted must be loop start for correct power fail operation. • **IP500 - IP500 Analog Phone 8 Base Card when fitted with an IP500 Analog Trunk daughter card, the combination** supports 1 power failure extension to trunk (loop-start only) connection. **Combination Base Card (IP500v2 only)** • **IP500v2 Port 8 can also act as a Power Fail port if an ATM4 daughter card is fitted.** **ETR6 Base Card (IP500v2 / Essential Edition - PARTNER® Version only)** • **IP500v2 Port 7-8 Power Fail Analog Phone Ports*** ***The Power Fail Analog Phone ports are wired together and provide one circuit only in the event of power fail if an ATM4 daughter card is fitted.**
ISDN Data Rates	• **BRI:** B-channel 64kbps or 56kbps, D-channel 16kbps. • **PRI:** B-channel 64kbps or 56kbps, D-channel 64kbps.
Analog Phone Ports	• **RJ45 sockets. EU - Telephone ports act as Master sockets.** • **CLI Schemes: DTMFA, DTMFC, DTMFD, FSK and UK20.** • **REN: 2 (External Bell via POT port: REN = 1)** • **Off Hook current: 25mA.** • **Ring Voltage: 40V (nominal) RMS.**

LAN	• **RJ45 sockets: Auto-negotiating 10/100 BaseT Ethernet (10/100Mbps).** • **IPO 412: This module has 2 LAN ports acting as a half-duplex layer-3 LAN switch. Both ports are fixed MDI crossover ports. In the IP Office configuration, port 1 is LAN1, port 2 is LAN2. configuration, the LAN ports are on LAN1, the WAN port on LAN2.** • **IPO 406V2: This module has 8 LAN ports acting as a full-duplex layer-2 LAN switch. Ports are auto-MDI/MDIX. All ports are on LAN1 in the IP Office configuration. The IP406V2 provides the facility to configure a second logical interface on port 8 of the built-in Ethernet switch. Once enabled, the LAN 2 interface is available as an IP route destination** • **IP 500 -This unit has 2 ports marked LAN and WAN acting as a full-duplex layer-3 LAN switch. In the IP Office configuration, the LAN port is LAN1, the WAN port is LAN2.**
WAN	• **IP500: RJ45 Ethernet socket.** • **IPO IP406V2 and IPO 412 Control Units: 37 way D-Type female sockets. X.21 interface to 2048k bps, V.35 interface to 2048Kbps and V.24 Interface to 19.2Kbps.**
Audio	• **3.5mm Stereo Jack socket:** Input impedance - 10k /channel Maximum a.c. signal – 200mV rms
External Output Port	• **3.5mm Stereo Jack socket: Switching Capacity - 0.7A.** • **Maximum Voltage: 55V d.c. On state resistance - 0.7Ω.** • **Short circuit current: 1A. Reverse circuit current capacity - 1.4A.**
Embedded Voice Memory	• **IP406V2 and IP 500: 512MB Compact Flash Memory Card** • **IP500v2 SD Flash Memory Card SDHC minimum 4GB FAT32 format (Single partition, SDHC, class2+, FAT32, SPI & SD bus)**

ACTA (FCC Reg code)	ACTA Label
IP500 V2	• **US:** AY1PH01BS114-1 (REN:01B)
IP500	• **US:** AY1PH01BIPO500 (REN:01B)
IP406V2 Office	• **US:** AY1AD04BIP406V2 (REN: 04B)
IP412 Office	• **US:** AV1DY04BIP412 (REN: 04B)
IP400 ATM16	• **US:** AY1MH08AIPATM16 (REN: 08B)
	Return to Cover

IP Office Specific VA Values

The web site http://ups.avayaups.com provides a calculator into which you can enter the equipment you want supported on a UPS. It will then display various UPS options. The site uses VA values for typical IP Office systems. However, if more specific values are required for a particular system, the table below can be used to enter values.

Nominal Input 120 (Vrms)

IP Office System	VA	Watts	BTU/hour
IP500 System	161	115	392
IP500 V2 System	161	115	392
IP406 V2 Control Unit	23	16.4	56
IP412 Control Unit	25	17.9	61
HP DL 360 Server Edition	728	520	1775
HP DL 120 Server Edition	568	406	1386
Individual Equipment	VA	Watts	BTU/hour
Analog 16 Module	13	8.8	30
Digital Station 16 Module	44	31	106
Digital Station 30 Module	79	56	191
Digital Station 16A Module	48	34	116
Digital Station 30A Module	84	60	205
WAN3 Module	17	12	41
So8 Module	34	24	82
Phone 8 Module	17	12	41
Phone 16 Module	23	16	55
Phone 30 Module	42	30	102
Typical Server PC	600	428	1461
Typical Desktop PC	400	285	973
Mid Span PSU - 6 ports	150	107	365
Mid Span PSU - 12/24 ports	300	214	730

Note that the numbers are for reference only. For practical purposes, for example the calculation of heat dissipation, it is recommended to base environmental requirements (for example air cooling or UPS ratings) on the maximum input rating of the power supplies of the planned IP Office configuration, as follows. In order to calculate the maximum, that is worst case, amount of heat that can be generated by an IP Office system, it is assumed that all input power is converted to heat; whether from the PSU itself, the system unit,expansion module and/or cabling.Heat dissipation is normally measured in British Thermal Units (BTU's). A heat value expressed in Watts can be converted to BTU/hr by multiplying by 3.41297. As indicated above, you should use the maximum power input of each power supply to calculate this most accurately. Using the conversion factor: Heat Dissipation = max power in watts x 3.41297 = xxx BTU/hour. See values to the left. The metric equivalent to BTU is a Joule where 1 BTU = 1,055 to 1,060 Joules. This calculates the BTU value per power supply. The maximum BTU per system is therefore calculated, based on adding the BTUs/hr for each expansion module plus the control unit. Remember to budget for the power requirements of any additional devices that are to be co-located with the IP Office such as server PC's (voicemail, etc).

- The 1151C2/1151D2 power supply units for Avaya H.323 IP phones include a backup battery. This typically provides 15 minutes backup at maximum load (20 Watts) and up to 8 hours at light load (2 Watts).

IP Telephone Power Consumption

Measured in Watts using an IEEE 802.3af power supply at 48V. This table shows the power consumption of the phones.
A protocol for describing Powered Device (PD) load requirements (Class 0 is 0 watts to 12.95 watts, Class 1 is 0.44 watts to 3.84

Telephone	PoE Class (IEEE 802.3af)	Power Consumption (Watts)		
		Conservative Mode	Typical	Worst Case
1120E W1120ENTYS03xA -- NTYS03xCE6	Class 3		7	10.50
1120E NTYS03xDE6	Class 3		4.6	
1120E NTYS03xEE6	Class 2		4.2	
1140E W1140ENTYS05xA -- NTYS05xCE6	Class 3		7.3	8.00
1140E W1140ENTYS05xCE6 Rel 50 & higher	Class 3		4.8	
1140E NTYS05xEE6	Class 2		4.3	
1220 NTYS19xx	Class 2		3.4	4.60
1230 NTYS20xx	Class 2		3.4	4.60
1603 w/POE adapter	Class 2	3.75	4.32	5.10
1608	Class 2	3.76	4.66	5.69
1616*	Class 2	2.83	3.17	3.65
1616*	Class 3	5.31	6.22	8.31
1616* with 1 BM32***	Class 2	3.41	4.37	5.52
1616* with 1 BM32***	Class 3	5.95	6.82	9.8
1616* with 2 BM32*** Aux Power Supply	NA	3.99	5.57	7.4
1616-I*	Class 2	2.25	2.35	3.11
1616-I* w/ BM32	Class 2	2.99	3.08	4.87
1616-I* w/2 BM32 Aux Power Supply	Class 2	3.29	3.47	6.87
4601, 4602, 5601, 5602	Class 2	NA	3.5W	4.6
4602SW, 5602SW	Class 2	4.10	N/A	5.0
4610SW, 5610SW	Class 2	4.00	N/A	6.0
4620, 5620	Class 2	NA	4.0	6.0
4620	Class 3	NA	7.7	9.9
4620SW **	Class 3	NA	5.9	8
4620SW, 5620SW	Class 2	4.60	N/A	5.75
4621SW, 5621SW	Class 2	4.90	N/A	6.45
4625SW	Class 3	7.8	N/A	9.42
Gig Adapter 16xx/46xx	NA	3.16	N/A	5.81
9608	Class 1	1.93	2.08	2.55
9610	Class 2	3.72	4.26	4.66
9611G	Class 1	2.64	3.12	3.78
9620L	Class 1	2.1	2.2	2.70
9620C	Class 2	4.22	4.6	5.05
9621G	Class 2	3.18	3.49	4.27
9630	Class 2	4.6	5.2	5.58
9630G	Class 2	4.6	4.83	6.1
9640	Class 2	4.19	4.52	5.5
9640G	Class 2	4.42	4.83	5.57
9641G	Class 2	3.28	3.44	4.12
9650	Class 2	4.6	5.2	5.58
9650C	Class 2	4.19	4.52	5.5
BM12	NA	0.1	0.31	0.62
SMB-24	NA	0.35	0.6	0.9
Blue Tooth Adapter	NA	NA	0.3	0.41
Gig Adapter for 96xx	NA	3.8	NA	3.8
B179	Class 3	5.8	NA	NA

*There is a sticker on the back of the 1616 which will provide the material code. If the material code is 700450190 or 700458540, the
**The 4620SW that require Class 3 power can be identified by the ethernet jacks that point straight out of the back of the telephone,
***Note: when using the 1616 phone with more than 1 BM32, an external power supply is needed.
Note1: The EU24 adds less than 1W to the 4620 and 462xSW numbers. The EU24BL (1.5W) should not be used with POE, use the
Note2: The GigE adapter for the 46xx phones will work with Class 0, 1 or 2 phones. Class 0 devices may require use of a local power
Note3: Assuming that your PoE source supports Class 3 power, you should never be forced to aux power a 96xx phone. All phones
Note that the GigE adapter starts out in Class 3 – so if we take any phone and plug a GigE adapter to it, the Ethernet switch must
Note4:

	Default PoE Class "L"	One BM12	Two BM12	Three BM12
9608	Class 1	L	L	H
9611G	Class 1	H	H	H
9641G	Class 2	L	L	L

• Power consumption measured using Power over Ethernet IEEE802.3af standard powering — The measurements were taken as average
Note: Typical is measured off-hook sample size 1. Worst Case is analytical. Except the 4601, 4602, 5601 and 5602 all telephones had a

Notes for the Nortel 1xxx phones:

Typical Use defined as: Two Ethernet ports linked at maximum speed, light traffic, backlight on, active on a handsfree call, no accessories connected.
This represents a typical in-use scenario. Idle power will be lower Power measured at phone with 2 m cord. Longer cord will result in higher power due to cable loss.
Power can vary from sample to sample and with activity on the phone, or with accessories connected
IEEE 802.3af Class number is determined by peak power, not typical or idle power.

The use of an Uninterrupted Power Supply (UPS) with any telephone system is recommended. Even at sites that rarely lose electrical power, that power may occasionally have to be switched off for maintenance of other equipment. In addition, most UPSs also provide an element of power conditioning, reducing spikes and surges.

The capacity of UPS systems and the total equipment load the UPS is expected to support are usually quoted in VA. Where equipment load is quoted in Watts, multiply by 1.4 to get the VA load.

The calculation of how much UPS capacity is required depends on several choices.

• What equipment to place on the UPS?

Remember to include server PCs such as the voicemail. It is recommended that the total load on a new UPS is never greater than 75% capacity, thus allowing for future equipment.

• How many minutes of UPS support is required?

Actual UPS runtime is variable, it depends on what percentage of the UPSs capacity the total equipment load represents. For example, a 1000VA capacity UPS may only support a 1000VA (100%) load for 5 minutes. This relationship is not linear, the same UPS would support a 500VA (50%) load for 16 minutes. Therefore the lower the percentage of capacity used, the increasingly longer the UPS runtime, typically up to 8 hours

maximum. Remember also that for most UPS's the ratio of discharge to full recharge time is 1:10.

• How many output sockets does the UPS provide?

Multiple UPS units may be required to ensure that every item of supported equipment has its own supply socket.

Telephone Extension Cable Lengths

The table below details the maximum total cable distances for DS and analog extensions using different cable types.

Telephone Set Type	Unshielded Twisted-Pair (UTP) - 50nf/Km			CW1308
	AWG22 (0.65mm)	AWG24 (0.5mm Ø)	AWG26 (0.4mm)	
9500 Series	1200m - 3937'	1000m - 3280'	670m - 2200'	400m - 1310'
ETR Phones	305m/1000'.	305m/1000'.	122m/400'.	122m/400'.
1400 Series	1000m - 3280'	1000m - 3280'	400m - 1310'	
2400/5400 Series	1200m - 3937'	1000m - 3280'	670m - 2200'	400m - 1310'
4406D	1000m - 3280'	1000m - 3280'	400m - 1310'	400m - 1310'
4412D	1000m - 3280'	700m - 2295'	400m - 1310'	400m - 1310'
4424D	500m - 1640'	500m - 1640'	400m - 1310'	400m - 1310'
6400 Series	1000m - 3280'	1000m - 3280'	400m - 1310'	400m - 1310'
T3 Series (Upn)	1000m - 3280'	1000m - 3280'	400m - 1310'	-
Analog Phones	1000m - 3280'	1000m - 3280'	500m - 1640'	800m - 2620'
M7000&T7000 Series	400m/1300' without SAP 750m / 2450'* with SAP	400m/1300' without SAP 700 m / 2300' *+ with SAP	400m/1300' without SAP 650m / 2100' * with SAP	N/A

* Derate by 3m for each 1nF increase per km.
Rerate by 2m for each 1nF decrease per km
\+ SAP is required at 400m

Loop Specification on BCM/ Norstar

On BCM / Norstar

Telephone Set Type	Unshielded Twisted-Pair (UTP) - 50nf/Km		
	AWG22 (0.65mm)	AWG24 (0.5mm Ø)	AWG26 (0.4mm)
Avaya M7000 and T7000 Series	N/A	305m /1000' without SAP 790m / 2500 ft. with SAP	N/A
Norstar MICS Loop Specifications	N/A		N/A
ATA-2		7200m - 26000'	
Analog Stations (GASM8, ASM8+, BCM50 On-board GASI)	N/A	1230 m - 4000'	N/A
ASM8	N/A	1530 m - 5000'	N/A

Protocol	RFC	Description
The IP Office supports the following protocols and standards:		
V.120	- - -	A standard Rate Adaption mechanism.
V.110	- - -	A standard Rate Adaption mechanism.
PPP	RFC 1661	Point to Point Protocol.
LCP	RFC 1570	Link Control Protocol.
MP	RFC 1990	Multi-Link (Point to Point) Protocol.
IPCP	RFC 1332	Internet Protocol Control Protocol.
PAP	RFC 1334	Password Authentication Protocol.
RTP/RTCP	RFC1889	Real Time and Real Time Control Protocol
CHAP	RFC 1994	Challenge Handshake Authentication Protocol.
CCP	RFC 1962	Compression Control Protocol.
STAC	RFC 1974	Stac LZS Compression Protocol.
MPPC	RFC 2118	Microsoft Point to Point Compression (Protocol).
BACP	RFC 2125	Bandwidth Allocation Control Protocol.
UDP	RFC 768	User Datagram Protocol.
IP	RFC 791	Internet Protocol.
TCP	RFC 793	Transmission Control Protocol.
DHCP	RFC 1533	Dynamic Host Control Protocol.
NAT	RFC 1631	Network Address Translation.
BOOTP	RFC 951	Bootstrap Protocol.
TFTP	RFC1350	Trivial File Transfer Protocol.
NTP	RFC868	Network Time Protocol.
SNMPv1	RFC1157	Simple Network Management Protocol. (STD15)
	RFC1155	Structure and Identification of Management Information for TCP/IP-based internets. (STD16)
	RFC1212	Concise MIB Definitions. (STD16)
	RFC1215	A Convention for Defining Traps for use with the SNMP
MIB-II	RFC1213	Management Information Base for Network Management of TCP/IP-based internets:MIB-II (STD17)
ENTITY MIB	RFC2737	Entity MIB (Version 2).
RIP	RFC1058	Routing Information Protocol
	RFC2453	RIP Version 2. (STD56)
	RFC1722	RIP Version 2 Protocol Applicability Statement. (STD57)
IPSec	RFC2401	Security Architecture for the Internet Protocol
	RFC2402	IP Authentication Header
	RFC2403	The Use of HMAC-MD5-96 within ESP and AH
	RFC2404	The Use of HMAC-SHA-1-96 within ESP and AH
	RFC2405	The ESP DES-CBC Cipher Algorithm With Explicit IV
	RFC2406	IP Encapsulating Security Payload (ESP)
	RFC2407	The Internet IP Security Domain of Interpretation for ISAKMP
	RFC2408	Internet Security Association and Key Management Protocol
	RFC2409	The Internet Key Exchange (IKE).
	RFC2410	The NULL Encryption Algorithm and Its Use With IPsec.
	RFC2411	IP Security Document Roadmap.
L2TP	RFC2661	Layer Two Tunneling Protocol "L2TP"
	RFC3193	Securing L2TP using IPsec
Header Compression	RFC2507	IP Header Compression (IPHC)
	RFC2508	Compressing IP/UDP/RTP Headers for Low-Speed Serial Links
	RFC2509	IP Header Compression over PPP
DiffServ	RFC2474	Definition of the Differentiated Services Field (DS Field) in the IPv4 and IPv6 Headers.
PPP MP	RFC1990	The PPP Multilink Protocol (MP)
Frame Relay Encapsulation	RFC1490	Multi protocol Interconnect over Frame Relay
ML-PPP	RFC2686	The Multi-Class Extension to Multi-Link PPP

Session Initiated Protocol (SIP)

- Rec. E.164 [2] - ITU-T Recommendation E.164: The international public telecommunication
- RFC 2833 [7] - RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals
- RFC 3261 [8] - SIP: Session Initiation Protocol
- RFC 3263 [10] - Session Initiation Protocol (SIP): Locating SIP Servers
- RFC 3264 [11] - An Offer/Answer Model with Session Description Protocol (SDP)
- RFC 3323 [14] - A Privacy Mechanism for the Session Initiation Protocol (SIP)
- RFC 3489 [18] - STUN - Simple Traversal of User Datagram Protocol (UDP) Through Network Address Translators (NATs)
- RFC 3824 [24] - Using E.164 numbers with the Session Initiation Protocol (SIP)
- RFC 1889 – RTP
- RFC 1890 - RTP Audio
- RFC 4566 – SDP
- RFC 3265 - Event Notification
- RFC 3515 - SIP Refer
- RFC 3842 - Message Waiting
- RFC 3310 – Authentification
- RFC 2976 – INFO
- RFC 3323 - Privacy for SIP (PAI) and draft-ietf-sip-privacy-04 (RPID)
- RFC 3325 - Private Extensions to the Session Initiation Protocol (SIP) for Asserted Identity within Trusted Networks
- RFC 3581 - An Extension to the Session Initiation Protocol (SIP) for Symmetric Response Routing
- RFC 3311 - The Session Initiation Protocol (SIP) UPDATE Method

VoIP Standards Supported

IP Office supports the following protocols and standards:

- H.323 (V2)(1998), Packet-based multimedia communications systems
- Q.931, ISDN user-network interface layer 3 specification for basic call control
- H.225.0 (1998), Call signaling protocols and media stream packetization for packet-based multimedia communication systems
- H.245 (1998), Control protocol for multimedia communication
- Session Initiation Protocol.
- Audio CODECs:
    - G.711 A-law/U-law (64K).
    - G.723.1 MP-MLQ (6.3K).
    - G.722
- Silence Suppression
- Fax Relay (IP Office to IP Office Fax Transport over IP).
- T.38 Fax support (SIP trunks and SIP endpoints).
- Local End Echo Cancellation 25ms
- Out of band DTMF
- Jitter buffer, 5 frames of jitter buffer
- Internet Standards/Specification (in addition to TCP/UDP/IP)
    - RFC 1889 – RTP/RTCP, Real Time and Real Time Control Protocol
    - RFC 2507,2508,2509 – Header Compression
    - RFC 2474 – DiffServ, Type of Service field configurable.
    - RFC 1990 - PPP Fragmentation.
    - RFC 1490 - Encapsulation for Frame Relay.
    - RFC 2686 - Multiclass Extensions to Multilink PPP.
    - RFC 3261 - Session Initiation Protocol (SIP).
    - RFC 3489 - STUN.

IP Office supports the following QSIG services across this network:

- **Simple Telephony Call/Basic Call:** ETS300 171/172.
- **Circuit Switched Data Call/Basic Call:** ETS300 171/172.
- **Called/Calling Line ID Presentation:** ETS300 173.
- **Called/Calling Name Presentation:** (SS-CNIP, SS-CONP, SS-CNIR) ETS300 237/238.
- **essage Waiting:** (SS-MWI) EN301 260/255.
- **Transfer:** (SS-CT) ETS 300 260/261.

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																							
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9040	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series			
Actions General																																
Dial	This action is used to dial the number contained in the Telephone Number field. A partial number can be enter for the user to complete. On buttons with a text label area, **Dial** followed by the number is shown.	1.0 +	Dial	Telephone number or partial telephone number.	Dial	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]			
Group	Monitors the status of a hunt group queue. This option is only supported for hunt groups with queuing enabled. The user does not have to be a member of the group. Depending on the users button type, indication is given for when the group has alerting calls and queued calls (queued in this case is defined as more calls waiting than there are available group members). In IP Office 4.0 the definition of queued calls has changed to include ringing calls. However for operation of the Group button, ringing calls are still regarded as different from other queued calls. For pre-4.0 IP Office pressing the button displayed information about the longest waiting call in the queue and options to answer, drop or ignore the call. For IP Office 4.0 and higher the button has been changed to just answer the longest waiting call.	1.0 +	Group	Group name enclosed in " " double-quotes or group number.	<group name>	X	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]			
User	Monitors whether another user's phone is idle or in use. The Telephone Number field should contain the users name enclosed in double quotes. The button can be used to make calls to the user or pickup their longest waiting call when ringing. On buttons with a text label, the user name is shown. The actions performed when the button is pressed will depend on the state of the target user, whether they are local or on a remote SCN system and the phone on which the button is programmed.	1.0 +	User	User name enclosed in "double-quotes".	<the user name>.	X	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]			
Actions Appearance																																
Appearance	Creates a call appearance button. This can be used to answer and make calls. Users with multiple call appearance buttons can handle multiple calls. For full details refer to the IP Office Key & Lamp Manual. Call appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs on at a phone with suitable buttons. For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's **Ring Delay** setting (User | Telephony | Multi-line Options) settings. **Note that *** 4100 Series and 7400 Series phones support virtual call appearance button operation. This also applies to T7000, T7100, M7100	3.0+	Appearance -> Appearance	Optional text label.	a=	X	√	X	X	√	√	X	√	X	X	√	X	√	√	√	√	√	X	√	√	√	√	√	X			
Bridged Appearance	Creates an appearance button that follows the state of another user's call appearance button. The bridged appearance can be used to make and answer calls on behalf of the call appearance user. For full details refer to the IP Office Key & Lamp Manual. The bridged appearance button user must also have at least one call appearance button programmed. Bridged appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs in at For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's Ring Delay (User | Telephony | Multi-line Options) setting. ***Not** supported on T7000, T7100, M7100, M7100N and the Audio Conferencing Unit (ACU)	3.0+	Appearance -> Bridged Appearance	User name and call appearance button number.	<user name><call appearance label>.	X	√	X	X	√	√	X	√	X	X	√	X	√	√	√	√	√	X	√	√	√	√	√	X			
Coverage Appearance	Creates a button that alerts when a call to the specified covered user is unanswered after that users Individual Coverage Timer expires. The call coverage appearance button can be used to answer that call. For full details refer to the IP Office Key & Lamp Manual. The call coverage appearance button user must also have at least one call appearance button programmed. The covered user does not need to be using call appearance buttons. Coverage appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs on at a phone with suitable For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's Ring Delay setting (User | Telephony | Multi-line Options) settings. ***Not supported** on T7000, T7100, M7100, M7100N and the Audio Conferencing Unit (ACU)	3.0+	Appearance -> Coverage Appearance	User name.	<user name>.	X	√	X	X	√	√	X	√	X	X	√	X	√	√	√	√	√	X	√	√	√	√	√	X			

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support: Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Line Appearance	Creates an line appearance button linked to the activity of a specified line appearance ID number. The button can then be used to answer and make calls on that line. The line appearance button user must also have at least one call appearance button programmed before line appearance buttons can be programmed. Line appearance functions, assigned to buttons that do not have status lamps or icons, are automatically disabled until the user logs in at a phone with suitable buttons. Note that on 4620, 4621, 4625 and 5621 phones, buttons set to call appearance can occupy the full screen width, using the button on either side of the display line for operation and adjusting the numbering of all other buttons accordingly. The appearance buttons can be changed to half-width mode from the phone by pressing **Options -> Application Options... > Call Appearance Width**. For IP Office 3.2+, appearance buttons can be set with a ring delay if required or to not ring. This does not affect the visual alerting displayed next to the button. The delay uses the user's Ring Delay (User | Telephony | Multi-line Options) setting. For IP Office 4.2+, line appearances are supported on T3 and T3 IP phones. These phones do not require (or support) call appearance buttons in order to use line appearances. ***Not supported** on T7000, T7100, M7100, M7100N and the Audio Conference Unit (ACU).	3.0+	Appearance -> Line Appearance	Line ID number.	<Line ID number>.	x	√	x	x	√	√	x	√	√	√	x	√	√	√	√	√	x	√	√	√	√[*]	√[*]	x
Actions: Emulation																													
Abbreviated Dial	This function allows quick dialing of a stored number.	1.0+	Emulation -> Abbreviated Dial	Telephone number or partial number • **Full Number** The number is dialled. • **Partial Number** The partial number is dialled and the user can then complete dialing the full number.	**AD**	x	x	√	x	√[1]	√[1]	√	√[1]	√	x	x	x	√	√[1]	√[1]	√[1]	√	x	√	√	√	√	√	x
Abbreviated Dial Pause	*Not supported. Provided for CTI emulation only .* Allows a user to enter a pause character when programming an abbreviated dial.	1.0+	Emulation -> Abbreviated Dial Pause	None	**Pause**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
Abbreviated Dial Program	Not supported. Provided for CTI emulation only. Allows a user to program abbreviated dialing numbers against other programmable buttons. This function cannot be used to overwrite call appearance buttons.	1.0+	Emulation -> Abbreviated Dial Program	None	**Prog**	x	x	√	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Abbreviated Dial Stop	*Not supported. Provided for CTI emulation only. Allows a user to enter a stop character when programming an abbreviated dial.*	1.0+	Emulation -> Abbreviated Dial Stop	None	**Stop**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
Account Code Entry	Enter an account code for a call. This button can be used before dialing a number or during a call.	1.0+	Emulation -> Account Code Entry	Optional. If an code is set it must match an account code set in the account codes list. If no account code is set, the phone display will request entry of a valid code. This option is not supported on XX02 phones and the T7000 phone.	**Acct**	x	x	√	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	√	√	√	√	x[2]
ACD Agent Statistics	*Not supported. Provided for CTI emulation only.*	1.0+	Emulation -> ACD Agent Statistics	None	**Stats**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
ACD Stroke Count	*Not supported. Provided for CTI emulation only.*	1.0+	Emulation -> ACD Stroke Count	None	**Count**	x	x	√	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
AD Special Function	*Not supported. Provided for CTI emulation only. Allows a user to enter a special character (mark, pause suppress, wait) when entering an abbreviated dial.*	1.0+	Emulation -> AD Special Functions	None	**Sfunc**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
AD Special Function Mark	*Not supported. Provided for CTI emulation only.* Allows a user to enter a mark character when programming abbreviated dial.	1.0+	Emulation -> AD Special Function Mark	None	**Mark**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
AD Special Function Wait	*Not supported. Provided for CTI emulation only.* Allows a user to enter a Wait for Dial Tone character when programming an abbreviated dial.	1.0+	Emulation -> AD Special Function Wait	None	**Wait**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
AD Suppress	Suppresses the display of dialed digits on the telephone display. Dialed digits are replaced with an **s** character.	1.0+	Emulation -> AD Suppress	None	**Spres**	√	√	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	√	√	x	x	x[2]
Automatic Callback	Sets a ringback on the extension being called. When the target extension ends its current call, the ringback user is rung (for their set No Answer Time/Allocated Answer Interval) and if they answer, a new call is made to the target extension. Ringback can also be cleared using the **Cancel Ring Back When Free** function.	1.0+	Emulation -> Automatic Callback	None	**AutCB**	√	√	√	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	√	√	√	√	x[2]
Automatic Intercom	Call an extension and have the call automatically answered on speaker phone after 3 beeps. The extension called must support a handsfree speaker. If the extension does not have a handsfree microphone then the user must use the handset if they want to talk. If the extension is not free when called, the call is presented as a normal call on a call appearance button if available. · IP Office 4.2 Q4 maintenance release and higher: This feature can be used as part of handsfree announced transfers	1.0+	Emulation -> Automatic Intercom	User number or name. For IP Office 4.0+ this field can be left blank for number entry when pressed. · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**Iauto or Auto Intercom**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	√	√	√	√	x[2]
Call Forwarding All	Switches forward unconditional on and sets the forward number to the number specified or prompts the user to enter a number if none is specified.	1.0+	Emulation -> Call Forwarding All	Telephone number or blank for entry when pressed.	**CFrwd or Call Forward All**	√	√	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	√	√	√	√	x[2]

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																								
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Call Park	· When associated with a specific park slot number, the button will park and unpark calls from that park slot and indicate when a call is parked in that park slot. Similarly the Park buttons within application (for example SoftConsole, Phone Manager and one-X Portal for IP Office) can be used to park, retrieve and indicate parked calls. · When not associated with a specific park slot number, the button will park calls by assigning them a park slot number based on the users extension number. For example, for extension XXX, the first parked call is assigned to park slot XXX0, the next to XXX1 and so on up to XXX9. The button will indicate when there are parked calls in any of those slots. On the T7000 phone, only a single automatic part slot XXX0 is supported. · With a call connected, pressing the button will park that call using a park slot number assigned by the system based on the extension number. · With no call connected, pressing the button will display details of any calls parked by the extension and allow their retrieval.	**1.0+**	Emulation -> Call Park	Park slot ID (alphanumeric) or blank for menu of slots in use.	**Cpark** **or** **Call Park**	√	√	√	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√[1]	√[1]	√	X	√	√	√	√	√	X
Call Park To Other Extension	Allows the user to park their current call against another user's extension. The parked call indication on that extension is then activated according to the telephone type. If the target extension has a Call Park button with no specific park slot number, the parked call will be indicated by that button and can be unparked from the list of parked calls shown when that button is pressed. · **Pre-IP Office 4.0** The park slot number assigned to the parked call is based on the number of the extension against which the call is being parked. For example, calls parked against extension 203 are assigned park slot ID 2030, 2031 and so on up to 2039 depending on the number of calls parked. · **IP Office 4.0+** The park slot number assigned to the parked call is based on the number of the extension parking the call. For example, calls parked by extension 201 are assigned the park slot ID 2010, 2011 and so on up to 2019 depending on	**1.0+**	Emulation -> Call Park to Other Extension	User number. For IP Office 4.0+ this field can be left blank for number entry when pressed	**Rpark** ("**Park**" in pre-4.0 IP Office) or **Call Park** to Other	X Pre-4.0 √ 4.0+	X Pre-4.0 √ 4.0+	√	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√[1]	√[1]	√	X	√	√	√	√	√	X
Call Pickup	Answer an alerting call on the system.	**1.0+**	Emulation -> Call Pickup	*None*	**CpkUp** or **Call Pickup Anv**	X	X	√	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Cancel Leave Word Calling	*Not supported. Provided for CTI emulation only.* Cancels the last Leave Word Calling message originated by the user.	**1.0+**	Emulation -> Cancel Leave Word Calling	*None*	**CnLWC**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Consult	*Not supported. Provided for CTI emulation only.*	**1.0+**	Emulation -> Consult	*None*	**Cnslt**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Dial Intercom	Call an extension and have the call automatically answered on speaker phone after 3 beeps. The extension called must support a handsfree speaker. If the extension does not have a handsfree microphone then the user must use the handset if they want to talk. If the extension is not free when called, the call is presented as a normal call on a call appearance button if available. · For IP Office 4.2 Q4 maintenance release and higher this feature can be	**1.0+**	Emulation -> Dial Intercom	User number or name or blank for number entry when pressed . · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**Idial**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Directed Call Pickup	Pickup a call ringing at a specific extension or hunt group. · **M-Series / T-Series**: The button is equivalent to **Feature 76**	**1.0+**	Emulation -> Directed Pickup	User number or name or group number or name or blank for number entry when pressed . · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**DpkU** or **Call Pickup**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																						
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Directory	A **Dir** button provides access to various directories and allows telephone number selection by dialed name matching. The directories available for searching depend on the phone type, see User Directory Access . Once they user has selected a directory, dialing on the dial pad letter keys is used to display matching names, with controls for scrolling through the matching names and for calling the currently displayed name. The method of name matching is controlled by the **Dial by Name** (System | Telephony | Telephony) setting in the IP Office configuration: · **With Dial By Name on** Matching is done against all the dial keys pressed. For example, dialing 527 matches names starting with JAS (for example "Jason") and KAR (for example "Karl"). Only the first 50 matches are displayed. · **With Dial By Name off** Matching is done against the first letter only. For example pressing 5 displays names beginning with J. Press 5 again displays names beginning with K. Only the first 50 matches are displayed. This mode [illegible] Name dialing functions on IP Office assume that the phone is using the standard ITU keypad · **Dialing Spaces** For names that include spaces, the method of indicating a space has changed in IP Office 5.0. · **Pre-IP Office 5.0** To enter a name with a space, nothing is dialed for the space. For example "John S..." is dialed as 56467. · **IP Office 5.0+** To enter a name with a space, the 0 key is used for the space. For [illegible]	1.0+	Emulation -> Directory	*None*	**Dir**	X	X	X	X	X	√[1]	√	√[1]	X	X	√	X	√	√[1]	√[1]	√[1]	√	X	X	X	X	√	√[4]	√
Drop	This action is supported on phones which do not have a permanent **Drop** button. · For a currently connected call, pressing Drop disconnects the call. When drop is used to end a call, silence is returned to the user rather than dial tone. This is intended operation, reflecting that Drop is mainly intended for use by call center headset users. · If the user has no currently connected call, pressing **Drop** will redirect a ringing call using the user's **Forward on No Answer** setting if set or otherwise to voicemail if available. · For a conference call, on phones with a suitable display, **Drop** can be used to display the conference parties and select which party to drop [illegible]	1.0+	Emulation -> Drop	*None*	**Drop** or **Drop Call**	X	X	√	X	X	X	√	X	√	X	√	√	√	√	X	X	√	√	√	X	X	X
Group Paging	Makes a paging call to an extension or group specified. If no number is specified, this can be dialed after pressing the button. The target extension or group members must be free and must support hands-free auto-answer in order to hear the page. On Avaya phones with a **CONFERENCE** button, a paged user can convert the page call into a normal call by pressing that button.	1.0+	Emulation -> Group Paging	User number or name or group number or name. · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**GrpPg**	X	X	√	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Headset Toggle	This function is intend for use with Avaya phones that have separate handset and headset sockets but do not provide a dedicated Headset button, for example older style 4400 and 4600 series phones. On phones without a headset socket or with a dedicated Headset button this control will have no effect.	1.4+	Miscellaneous -> Headset Toggle	*None or FF (IP Office 4.1+).*	**HdSet**	√	√	X	X	X	X	X	X	X	X	X	√	√[3]	X	X	X	X	X	X	X	X	X	X	√
Inspect	*Not supported. Provided for CTI emulation only. Allows users on display phones to determine the identification of held calls. Allows users on an active call to display the identification of incoming calls*	1.0+	Emulation -> Inspect	*None*	**Inspt**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Internal Auto-Answer	This function is also know as hands-free auto-answer. Sets the user's extension to automatically connect internal calls after a single ring. This function should only be used on phones that support hands-free operation.	1.0+	Emulation -> Internal Auto-Answer	Optional. · *If left blank this function acts as described above for internal auto-answer.* · *IP Office 4.1+ supports the entry of FF as the Action Data. In that case the button will enable/disable headset force feed operation for external calls. In this mode, when headset mode is selected but the phone is idle, an incoming external call will cause a single tone and then be automatically connected. This operation is only supported on Avaya phones with a fixed **HEADSET** button. Ring delay is applied if set on the call or line appearance button receiving the call before the call is auto-connected.*	**HfAns**	√	√	√	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Leave Word Calling	*Not supported. Provided for CTI emulation only. Leaves a message for the user associated with the last number dialed to call the originator.*	1.0+	Emulation -> Leave Word Calling	*None*	**LWC**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Manual Exclude	*Not supported. Provided for CTI emulation only.*	1.0+	Emulation -> Manual Exclude	*None*	**Excl**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Priority Calling	*Not supported. Provided for CTI emulation only.*	1.0+	Emulation -> Priority Calling	*None*	**Pcall**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Ringer Off	Switches the phone's call alerting ring on/off.	1.0+	Emulation -> Ringer Off	*None*	**RngOf** or **Ringer Off**	√	√	√	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

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Self-Administer	Allows a user to program features against other programmable buttons themselves. See Using an Admin Button for full details. From IP Office 3.0+, Appearance can no longer be used to create call appearance buttons. Similarly, existing call appearance button cannot be overwritten using any of the other Admin button functions. · For IP Office 4.0+ user's with a log in code will be prompted to enter that code when they use this button action. · For IP Office 4.2+, T3 phone users can access a similar set of functions for button programming, see T3 Phone Self-Administration . · On 4412D+, 4424D+, 4612IP, 4624IP, 6408D, 6416D, 6424D phones: · **Admin** can be permanently accessed via Menu , , , Admin. See Using a Menu Key . · **Admin1** can be permanently accessed via Menu , Menu , , ProgA, , ,	1.0+	Emulation -> Self-Administer.	*See note 5 below*	**Admin**	x	x	√	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	√	√	√	√	√[2]
Send All Calls	Sets the user's extension into 'Do Not Disturb' mode. Callers, other than those on the user's do not disturb exception list, receive busy or are diverted to the users voicemail mailbox. Note that with a call already connected and other calls already alerting, enabling Do Not Disturb will not affect those calls already existing. For full details of see Do Not Disturb When on, most Avaya phones display an **N** on the display. This function and the Do Not Disturb On function work in parallel, ie. setting one sets ...	1.0+	Emulation -> Send All Call	*None*	**SAC** or **Send All Calls**	√	√	√	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	√	√	√	√	x[2]
Stored Number View	*Not supported. Provided for CTI emulation only.* Allows a user to view the contents of any programmed feature button.	1.0+	Emulation -> Stored Number View	*None*	**BtnVu**	x	x	x	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√	√[1]	√	x	√	x	x	x	x	x[2]
Time of Day	Displays the time and date on the user's telephone. This function is ignored on those Avaya IP Office phones that display the date/time by default.	1.0+	Emulation -> Time of Day	*None*	**TmDay**	√	√	√	x	√[1]	√[1]	√	√[1]	x	x	√	x	√	√[1]	√[1]	√[1]	√	x	√	√	x	√	√	x
Timer	Starts a timer running on the display of the user's extension. The timer disappears when the user end a call. Note: This function is ignored on those Avaya IP Office phones that display a call timer by default. · For pre-6.1, this function is not supported on Avaya phones that display a call timer next to each call appearance through the phone's own settings. · For **6.1**, this function can be used on Avaya phones (except 9600 Series) that display a call timer next to each call appearance. The button will temporarily turn the call timer on or off for the currently selected call appearance. The change only applies for the duration of the current call.	1.0+	Emulation -> Timer	*None*	**Timer**	√	√	√	x	√[1]	√[1]	√	√[1]	√	x	x	x	√	√[1]	√[1]	√[1]	√	x	√	√	x	√	√	x
Twinning	This action can be used by user's setup for mobile twinning. This action is not used for internal twinning. · While the phone is idle, the button allows the user to set and change the destination for their twinned calls. It can also be used to switch mobile twinning on/off and indicates the status of that setting. · When a call has been routed by the IP Office to the user's twinned destination, the Twinning button can be used to retrieve the call at the user's primary extension. · In configurations where the call arrives over an IP trunk and the outbound call is on an IP trunk, SCN may optimise the routing and in this case the button may not be useable to retrieve the · For user's setup for one-X Mobile Client, changes to their Mobile Twinning status made through the IP Office configuration or using a **Twinning** button are not reflected in the status of the **Extension to Cellular** icon on their mobile client. However, changes to the **Extension to Cellular** status made from the mobile client are reflected by the Mobile Twinning field in the IP Office configuration. Therefore for one-X Mobile Client users it is recommended that they control their Mobile Twinning status through the one-X Mobile Client **· Mobile Twinning Handover** For IP Office Release 6.1, when on a call on the primary extension, pressing the Twinning button will make an unassisted transfer to the twinning destination. · During the transfer process the button will flash. Pressing it again at this time will halt the transfer attempt and reconnect the call at the primary extension. · The transfer will return if it cannot connect to the twinning destination. It will also return using the user's configured Transfer Return Time (if the user has no Transfer Return Time configured, a enforced time of 15	3.2+	Emulation -> Twinning	*None*	**Twinning**	√	√	√	x	√[1]	√[1]	√	√[1]	√	x	x	x	√	√[1]	√[1]	√[1]	√	x	√	√	√	√	√	x
Visual Voice	This action provides the user with a display menu for access to their mailbox. It can be used with Voicemail Pro (Intuity and IP Office modes) and Embedded Voicemail. The menu provide the user with options to listening to messages, leaving messages and managing the mailbox. If pressed when a call is connected, the button allows entry of an extension number for direct to voicemail transfer of the connected call. On phones that have a display but do not support full visual voice operation as indicated below, use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported (does not include T3 and T3 IP phones). For IP Office 4.2+, access to Visual Voice on supported phones can be triggered by the phone's **MESSAGES** button rather than requiring a separate Visual Voice programmable button. This is done using the System | Voicemail option **Messages button goes to Visual Voice**.	4.0+	Emulation -> Visual Voice	*None*	**Voice**	x	x	x	x	√[1]	√[1]	x	√[1]	x	x	x	x	√	√[1]	√[1]	√[1]	x	x	√	√	√	x	x	√[2]

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Actions: Advanced																																
Acquire Call	See **Call Steal**	1.1+	Advanced -> Call -> Call Steal	User number or blank for last call transferred.	**Aquir** or **Aquire**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√	√[1]	√[1]	√	X	√	√	√	√	√	X[2]
After Call Work	This button is used by users configured as an **CCR Agent** (User | Telephony | Supervisor Settings)and working with the IP Office Customer Call Reporter (CCR) application. It shows the CCR agent their current After Call Work (ACW) status and allow them to manually change status. While in ACW state, the agent will not receive hunt group calls. CCR Agents can be automatically put into and taken out of ACW by the IP Office if the user is configured for **Automatic After Call Work** (User | Telephony | Supervisor Settings). Those users must have an After Call Work button.	4.2+	Advanced -> Miscellaneous -> After Call Work	None	**ACWrk** or **After Call Work**	√	√	X	X	√[1]	√[1]	X	√[1]	X	X	X	X	X	√[1]	√[1]	√[1]	X	X	X	√	√	√	√	√
Break Out	This feature is usable within an IP Office **Small Community Network**. It allows a user on one system in the network to specify that the following dialing be processed by another IP Office system on the network as if the user dialed it locally on that other system. On phones with a multi-line display, if the target IP Office system is not specified in the button settings, a menu of the available systems in the network is displayed from which a selection can be made. For pre-IP Office Release 5 systems, this feature requires the IP Offices to have **Advanced Small Community Networking** licenses.	4.0+	Advanced -> Dial -> Break Out	Optional. The system name or IP address of the required IP Office system can be specified. If no system name or IP address is set, on display phones a list of systems within the Small Community Network is displayed when the button is pressed.	**BkOut** or **Breakout**	X	X	X	X	√[1]	√[1]	√	√[1]	√	X	X	X	√	√[1]	√[1]	√[1]	√	X	√	√	√	√	√	X
Busy On Held	When on, busy on held returns busy to new calls while the user has an existing call on hold. While this feature can be used by users with appearance keys, it is not recommended as this overrides the basic call handling intent of appearance keys.	1.1+	Advanced -> Busy -> Busy on Held	1 for on, 0 for off.	**BusyH**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Call Intrude	This feature allows you to intrude on the existing connected call of the specified target user. All call parties are put into a conference and can talk to and hear each other. A **Call Intrude** attempt to a user who is idle becomes a Priority Call . · The ability to intrude and be intruded is controlled by two configuration settings, the **Can Intrude** (**User |Telephony | Supervisor Settings**) setting of the user intruding and the **Cannot Be Intruded** (**User |Telephony | Supervisor Settings**) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.	1.1+	Advanced -> Call -> Call Intrude	User number or blank for entry when pressed · For **IP Office 4.0+**, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**Intru** or **Intrude**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Call List	This function is only supported for T3 phones. It provides access to a list of received calls.	3.1+	Advanced -> Call -> Call List	*None*	**LIST**	X	√	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	√
Call Listen	This feature allows you to monitor another user's call without being heard. Monitoring can be accompanied by a tone heard by all parties. Use of the tone is controlled by the **Beep on Listen** setting on the **System | Telephony | Tones & Music** tab. The default for this setting is on. If enabled, this is the only indication of monitoring given to the monitored user. There is no phone display indication of monitoring. • **Warning**: The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties. The use of call listen is dependant on: · The target being a member of the group set as the user's Monitor Group (User | Telephony | Supervisor Settings) . The user does not have to be a member of the group. · The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User |Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User |Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded. · This feature uses system conference resources. If insufficient conference resource are available it will not be possible to use this feature. · For IP Office 4.0+ a number of new features are supported for call listening: · Users can be given privacy features that allow them to indicate that a call cannot be monitored. See Private Calls . · IP extensions can be monitored including those using direct media. Previously the monitoring of IP extensions could not be guaranteed. · The monitoring call can be initiated even if the target user is not currently on a call and remains active until the monitoring user clears the monitoring call. · The user who initiated the call listen can also record the call. · IP Office 4.2+: Intruding onto an a user doing silent monitoring (Call Listen) is turned into a silent monitoring call.	1.1+	Advanced -> Call -> Call Listen	User number	**Listn**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Call Log	This function is only supported for . It provides access to a list of received calls.	8.1+	Advanced | Call | Call Log	*None*	**Call Log**	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	√	√	X
Call Pickup Any	Pick up the first available ringing call on the system.	1.1+	Advanced -> Call -> Call Pickup Any	*None*	**PickA** or **Pickup Any**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Call Pickup Group	Pick up a call ringing any hunt group of which the user is a member. The user can use this feature even if their membership of the group is currently set as disabled.	1.1+	Advanced -> Call -> Call Pickup Group	*None*	**PickG** or **Pickup Group**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Call Pickup Members	This feature can be used to pick up any call to an extension that is a member of the hunt group specified. The call picked up does not have to be a hunt group call. The call picked up does not have to be a hunt group call. The function includes group members even if their membership of the group is currently disabled.	1.1+	Advanced -> Call -> Call Pickup Members	Group number or name	**PickM** or **Pickup Members**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

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Call Queue	Transfer the call to the target extension if free or busy. If busy the call is queued to wait for the phone to become free. This is similar to transfer except it allows you to transfer calls to a busy phone.	1.1+	Advanced -> Call -> Call Queue	User number	**Queue**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	X	X	X[2]
Call Record	This feature allows you to record a conversation and requires Voicemail Pro to be installed. An advice of recording warning will be given if configured on the voicemail system. The recording is placed in the mailbox specified by the user's **Manual Recording Mailbox** setting. Call recording also requires available conference resources similar to a three-party conference.	1.1+	Advanced -> Call -> Call Record	*None*	**Recor** or **Record**	X	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

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									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Call Screening	This function is used to enable or disable call screening. While enabled, when a caller is presented to the user's voicemail mailbox, if the user's phone is idle they will hear through the phone's handsfree speaker the caller leaving the message and can select to answer or ignore the call. · This feature is supported on 1408, 1416, 1608, 1616, 9500 Series, 9600 Series, M7310, M7310N, M7208, M7208N, M7324, M7324N, T7208, T7316 and T7316E phones. It can be used with both Embedded Voicemail and Voicemail Pro. · Call screening is only applied as follows: · It is only applied to calls that have audible alerted at the user's extension before going to voicemail. This requires the user to have both voicemail coverage and call screening enabled and the phone's ringer not set to silent. However it is not applied if the user transfers the call to voicemail. · It is only applied if the user's phone is idle, ie. not on a call or with a call held pending transfer or conference. · Calls that ring the user, are then rerouted (for example follow a forward on busy setting) and then return to the user's mailbox are screened. · While a call is being screened, the phone can be used to either answer or ignore the screened call. Auto answer options are ignored. · Answering a screened call: A screened call can be answered by pressing the Answer soft key (if displayed) or lifting the handset. Pressing the call appearance or line button on which the call is indicated will also answer the call. · When answered: · The phone's microphone is unmuted and a normal call between the user and caller now exists. · Ignoring a screened call: A screened call can be ignored by pressing the Ignore soft key if displayed. On 1400, 1600, 9500 and 9600 Series phones, pressing the SPEAKER button will ignore the call. On M-Series and T-Series phones, pressing the Release key will ignore the call. · When ignored: · The call continues to be recorded until the caller hangs up or transfers out of the mailbox. · The user's phone returns to idle with call screening still enabled. However any other call that has already gone to voicemail is not screened. · The voicemail recording stops but that portion of the call already · While a call is being screened: · The mailbox greeting played and the caller can be heard on the phone's speakerphone. The caller cannot hear the user. · The user is regarded as being active on a call. They will not be presented with hunt group calls and additional personal calls use abbreviated ringing. · 1400/1600/9500/9600 Series phones: If the phone's default audio path is set to headset or the phone is idle on headset, then the screened call is heard through the headset. · Any additional calls that go to the user's mailbox when they are already screening a call, remain at the mailbox and are not screened even if the existing call being screened is ended. · Making or answering another call while listening to a screened call is treated as ignoring the screened call. For users with Answer Pre-Select enabled (User | Telephony | Multi-line Options), pressing an appearance button to display details of a call is also treated as ignoring the screened call. · Other users cannot access a call that is being screened. For example they cannot use call pickup, bridged appearance or line appearance buttons, call intrude or call acquire functions. · Phone based administration cannot be accessed and the hold, transfer and conference buttons are ignored. · The screened caller using DTMF breakout ends the call screening. · Enabling do not disturb overrides call screening except for calls from numbers in the user's do not disturb exceptions list. · Locking the phone overrides call screening. · Manual call recording cannot be applied to a call being screened. · While a call is being screened, it uses one of the available voicemail channels. If no voicemail channels are available, call screening does not occur. **! WARNING** The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in	8.0+	Advanced -> Call -> Call Screening	*None*	**CallScreen** or **Call Screening**	√	√	X	X	√[1]	√[1]	X	X	X	X	X	X	X	X	X	X	X	X	X	X	√	√	√	√[5]	X[2]
Call Steal	This function can be used with or without a specified user target. · If the target has alerting calls, the function will connect to the longest waiting call. · If the target has no alerting calls but does have a connected call, the function will take over the connected call, disconnecting the original user. This usage is subject to the **Can Intrude** setting of the **Call Steal** user and the **Cannot Be Intruded** setting of the target. · If no target is specified, the function attempts to reclaim the user's last ringing or transferred call if it has not been answered or has been	1.1+	Advanced -> Call -> Call Steal	User number or blank for last call transferred.	**Aquir** or **Aquire**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√	√[1]	√[1]	√	X	√	√	√	√	√	X[2]
Call Waiting Off	Switches call waiting off for the user. This button function is obsolete. The Call Waiting On button function toggles on/off and indicates current status.	1.1+	Advanced -> Call -> Call Waiting Off	*None*	**CWOff**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]

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Call Waiting On	Enables call waiting on the user's extension. When the user is on a call and another call arrives, they will hear a call waiting tone. Note: Call waiting does not operate for user's with call appearance buttons.	1.1+	Advanced -> Call -> Call Waiting On	*None*	**CWOn** or **Call Waiting On**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Call Waiting Suspend	Disables call waiting, if on, for the duration of the extension's next call.	1.1+	Advanced -> Call -> Call Waiting Suspend	*None*	**CWSus**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Cancel All Forwarding	Cancels forward unconditional, forward on busy, forward on no answer, follow me and do not disturb if any of those are active on the user's extension.	1.1+	Advanced -> Call -> Cancel All Forwarding	*None*	**FwdOf** or **Call Forward Off**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Cancel Ring Back When Free	Cancels any existing ringback set by the user, see Ring Back When Free . Note that the Ring Back When Free button toggles to set or cancel ringback when free and also indicates the current status. · **M-Series / T-Series**: The button is equivalent to ***Feature #2*** .	1.0+	Advanced -> Miscellaneous -> Cancel Ring Back When Free	*None*	**RBak-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Channel Monitor	*For Avaya use only.*	1.1+	Advanced -> Call -> Channel Monitor	Channel number.	**ChMon**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Clear Call	This feature can be used to end the last call put on hold. This can be used in scenarios where a first call is already on hold and simply ending the second call will cause an unsupervised transfer of the first call.	1.1+	Advanced -> Call -> Clear Call	*None*	**Clear**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Clear CW	End the user's current call and answer any call waiting. Requires the user to also have call waiting indication on. This function does not work for users with multiple call appearance buttons.	1.1+	Advanced -> Call ->Clear CW	*None*	**ClrCW**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Clear Hunt Group Night Service	Changes the specified hunt group from 'Night Service' mode to 'In Service' mode. This button function is obsolete. The Set Hunt Group Night Service function can be used to toggle a group in/out of service and provides lamp status indication. · Setting and clearing hunt group night service can be done using either manual controls or using a system time profile. The use of both methods to control the night service status of a particular hunt group is not supported.	1.1+	Advanced -> Call -> Clear Hunt Group Night Service	Group number. · IP Office 4.0+: If left blank, the button will affect all hunt groups of which the user is a member.	**HGNS-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Clear Hunt Group Out Of Service	Changes the specified hunt groups status from 'Out of Service' mode to 'In Service' mode. This button function is obsolete. The Set Hunt Group Out Of Service function can be used to toggle a group in/out of service and provides lamp status indication.	1.1+	Advanced -> Call -> Clear Hunt Group Out of Service	Group number. · IP Office 4.0+: If left blank, the button will affect all hunt groups of which the user is a member.	**HGOS-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Clear Quota	Quotas can be assigned to IP Office on outgoing calls to data services such as internet connections. The quota defines the number of minutes available for the service within a time frame set within the service, for example each day, each week or each month. The Clear Quota function can be used to reset the quota for a specific IP Office service or for all IP Office services.	1.1+	Advanced -> Call -> Clear Quota	"Service name" within quote marks or "" for all services.	**Quota**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Coaching Intrusion	This feature allows the you to intrude on another user's call and to talk to them without being heard by the other call parties to which they can still talk. For example: User A is on a call with user B. When user C intrudes on user A, they can hear users A and B but can only be heard by user A. · The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User |Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User |Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded. · **! WARNING** The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.	8.0+	Advanced -> Call -> Coaching Intrusion	*None*	**Coach** or **Coaching Intrusion**	√	X	X	X	√[1]	√[1]	X	X	X	X	X	X	X	X	X	X	X	X	X	√	√	X	X	X
Conference	This function is intend for use with Avaya M-Series and T-Series phones only. When pressed, the button invokes the same conference process as dialing Feature 3.	7.0+	Advanced -> Call -> Conference	*None*	**Conf** or **Conference Add**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Conference Add	Conference add controls can be used to place the user, their current call and any calls they have on hold into a conference. When used to start a new conference, the system automatically assigns a conference ID to the call. This is termed ad-hoc (impromptu) conferencing. If the call on hold is an existing conference, the user and any current call are added to that conference. This can be used to add additional calls to an ad-hoc conference or to a meet-me conference.	1.1+	Advanced -> Call -> Conference Add	*None*	**Conf+** or **Conference Add**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

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Conference Meet Me	Conference meet-me refers to features that allow a user or caller to join a specific conference by using the conference's ID number (either pre-set in the control or entered at the time of joining the conference). · **Pre-IP Office 5.0**: This function is not supported on IP500 systems without an ***IP500 Upgrade Standard to Professional*** license. · **IP Office 6.0+**: IP500 and IP500 V2 systems require a Preferred Edition license. · **! Note**: Conference Meet Me features can create conferences that include only one or two parties. These are still conferences using resources from the system's conference capacity. **Conference ID Numbers** By default, ad hoc conferences are assigned numbers starting from 100 for the first conference in progress. Therefore, for conference Meet Me features specify a number away from this range ensure that the conference joined is not an ad hoc conference started by other users. For Release 8.0 it is no longer possible to join a conference using conference Meet Me features when the conference ID is in use by an ad-hoc conference. · **User Personal Conference Number** For Release 8.0+, each user's own extension number is treated as their own personal conference number. Only that user is able to start a conference using that number as the conference ID. Any one else attempting to start a conference with that number will find themselves in a conference but on hold until the owner also joins. Personal conferences are always hosted on the owner's system. Note, when a user calls from their mobile twinned number, the personal conference feature will only work if they access the conference using an FNE 18 service. **Small Community Network Conferencing** For IP Office Release 8.0+, Meet Me conference IDs are now shared across a Small Community Network. For example, if a conference with the ID 500 is started on one system, anyone else joining conference 500 on any system will join the same conference. Each conference still uses the conference resources of the system on which it was started and is limited by the available conference capacity of that system. Previously separate conferences, each with the same conference ID, could be started on each system in a Small Community Network. Other Features · IP Office **4.1+**: A currently connected caller can be transferred into the conference by pressing TRANSFER, then the Conference Meet Me button and TRANSFER again to complete the transfer. This allows the user to place callers into the conference specified by the button without being part of the conference call themselves. This option is only support on Avaya phones with a fixed TRANSFER button (excluding T3 and T3 IP phones). · IP Office **4.1+**: When the conference is active, any buttons associated with the conference ID indicate that active state.	**1.1+**	Advanced -> Call -> Conference Meet Me	Conference number. This can be an alphanumeric value up to 15 characters. · User Personal Conference Number For **Release 8.0+**, each user's own extension number is treated as their own personal conference number. Only that user is able to start a conference using that number as the conference ID. Any one else attempting to start a conference with that number will find themselves in a conference but on hold until the owner also joins. Personal conferences are always hosted on the owner's system. Note, when a user calls from their mobile twinned number, the personal conference feature will only work if they access the conference using an FNE 18 service.	**CnfMM** or **Conf. Meet Me**	X	X Pre-4.0 √ 4.0+	X	X	√[1]	√[1]	√	√[1]	X	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Dial 3K1	The call is presented to local exchange as a "3K1 Speech Call". Useful in some where voice calls cost less than data calls.	**1.1+**	Advanced -> Dial -> Dial 3K1	Telephone number	**D3K1** or **Dial 3K1**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Dial 56K	The call presented to local exchange as a "Data Call".	**1.1+**	Advanced -> Dial -> Dial 56K	Telephone number	**D56K** or **Dial 56K**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Dial 64K	The call presented to local exchange as a "Data Call".	**1.1+**	Advanced -> Dial -> Dial 64K	Telephone number	**D64K** or **Dial 64K**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Dial CW	Call the specified extension number and force call waiting indication on if the extension is already on a call. The call waiting indication will not work if the extension called has multiple call appearance buttons in use.	**1.1+**	Advanced -> Dial -> Dial CW	User number	**DCW** or **Dial Call Waiting**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Dial Direct	Call an extension and have the call automatically answered on speaker phone after 3 beeps. The extension called must support a handsfree speaker. If the extension does not have a handsfree microphone then the user must use the handset if they want to talk. If the extension is not free when called, the call is presented as a normal call on a call appearance button if available. · **For IP Office 4.2 Q4** maintenance release and higher this feature can	**1.1+**	Advanced -> Dial -> Dial Direct	User number or name or blank for entry when pressed. · If left blank, the Dial Direct button can be used with User buttons to specify the target.	**Dirct** or **Auto Intercom**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Dial Emergency	Dials the number specified regardless of any outgoing call barring applicable to the user.	**1.1+**	Advanced -> Dial -> Dial Emergency	Any number.	**Emrgy** or **Dial Emergency**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Dial Inclusion	This feature allows you to intrude on another user's call to talk to them. Their current call is put on hold while you talk and automatically reconnected when you end the intrusion. The intruder and the target extension can then talk but cannot be heard by the other party. This can include intruding into a conference call, where the conference will continue without the intrusion target. During the intrusion all parties hear a repeated intrusion tone. When the intruder hangs-up the original call parties are reconnected. Attempting to hold a dial inclusion call simply ends the intrusion. The inclusion cannot be parked. · The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User |Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User |Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.	**1.4+**	Advanced -> Dial -> Dial Inclusion	User number or name or blank for user selection when pressed . · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**Inclu** or **Dial Inclusion**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Dial Paging	Makes a paging call to an extension or group specified. If no number is specified, this can be dialed after pressing the button. The target extension or group members must be free and must support hands-free auto-answer in order to hear the page. On Avaya phones with a **CONFERENCE** button, a paged user can convert	**1.1+**	Advanced -> Dial -> Dial Paging	User or group number or name or blank for entry when pressed.	**Page**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

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Dial Physical Extn By Number	Call the specified extension using its Base Extension number setting. This is regardless of the current user logged on at that extension and any forwarding, follow me or do not disturb settings applied by the extension user. This function requires the extension to be assigned a default extension number in the IP Office configuration. If the extension does not have a default extension number, Dial Physical Extn by ID should be	1.4+	Advanced -> Dial -> Dial Physical Extn By Number	Extension port Base Extension number.	**PhyEx** or **Dial Physical Extn**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Dial Physical Extn By ID	Call the specified extension, if free, regardless of the current user logged on at that extension and any forwarding, follow me or do not disturb settings applied by the extension user. This function uses the port ID shown in the IP Office configuration.	1.4+	Advanced -> Dial -> Dial Physical Extn By ID	Extension port ID number.	**DialIP** or **Dial Extn by Id**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Dial Speech	This feature allows a short code to be created to force the outgoing call to use the Speech bearer capability.	1.1+	Advanced -> Dial -> Dial Speech	Telephone number	**DSpch** or **Dial Speech**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Dial V110	The call is presented to local exchange as a "Data Call".	1.1+	Advanced -> Dial -> Dial V110	Telephone number	**DV110** or **Dial V110**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Dial V120	The call is presented to local exchange as a "Data Call".	1.1+	Advanced -> Dial -> Dial V120	Telephone number	**DV120** or **Dial V120**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Dial Video	The call is presented to the local exchange as a "Video Call".	1.1+	Advanced -> Dial -> Dial Video	Telephone number	**Dvide** or **Dial Video**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Display Msg	Allows the sending of text messages to digital phones on the local system.	1.0+	Advanced -> Dial -> Display Msg	The telephone number takes the format **N**";"T" where: · **N** is the target extension. · **T** is the text message. Note that the "; before the text and the " after the text are required.	**Displ**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]
Do Not Disturb Exception Add	Adds a number to the user's "Do Not Disturb Exception List". This can be the number of an internal user or a number to match the CLI of a particular external caller.Calls from that number, except hunt group calls, will ignore the user's Do Not Disturb setting. For further details see Do Not Disturb (DND) in the Telephone Features section.	1.1+	Advanced -> Do Not Disturb -> Do Not Disturb Exception Add	Telephone number or CLI. Up to 31 characters. For CLI numbers any prefix added by the IP Office system must also be included.	**DNDX+**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]
Do Not Disturb Exception Delete	Removes a number from the user's "Do Not Disturb Exception List". This can be the number of an internal user or a number to match the CLI of a particular external caller.	1.1+	Advanced -> Do Not Disturb -> Do Not Disturb Exception Delete	Telephone number or CLI	**DNDX-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]
Do Not Disturb Off	Cancels the user's 'do not disturb' mode if set. This button function is largely obsolete as the do not disturb on function toggles on/off and indicates the button status.	1.1+	Advanced -> Do Not Disturb -> Do Not Disturb On	*None*	**DNDOf**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]
Do Not Disturb On	Enables the user's 'do not disturb' mode. For CCR Agents, using this function button on the following phones will be requested the user to select a reason code - 1400, 1600, 2400, 4600, 5400, 5600, 9500 and 9600 Series phones with available programmable buttons. · **M-Series/T-Series:** The button is equivalent to **Feature 85**	1.1+	Advanced -> Do Not Disturb -> Do Not Disturb On	*None*	**DNDOn** or **Do Not Disturb**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Extn Login	This feature allows user configured with a log in code to take over ownership of an physical extension. That user's associated extension number becomes the number of the extension while they are logged in along with all their user settings (if appropriate to the phone type). If the user logging in was already logged in or associated with another phone, they will be automatically logged out that phone. When used, the user will be prompted to enter their extension number and then their log in code. Login codes of up to 15 digits are supported with **Extn Login** buttons. Login codes of up to 31	1.1+	Advanced -> Extn -> Extn Login	*None*	**Login**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Extn Logout	Logs out a user from the phone. The phone will return to its normal default user, if an extension number is set against the physical extension settings in the configuration. Otherwise it takes the setting of the **NoUser** user. This action is obsolete as **Extn Login** can be used to log out an existing logged in user. If the user who logged out was the default user for an extension, dialing *36 will associate the extension with the user unless they are set to forced login. For IP Office 4.0 and higher this feature cannot be used by a user who	1.1+	Advanced -> Extn -> Extn Logout	*None*	**Logof** or **Logout**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Flash Hook	Sends a hook flash signal to the currently connected line if that line is an analog line.	1.4+	Advanced -> Miscellaneous -> Flash Hook	*Optional.* Normally this field is left blank. For IP Office 4.0+ it can contain the destination number for a Centrex Transfer for external calls on a line from a Centrex service provider.	**Flash**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]
Follow Me Here	Causes calls to the extension number specified, to be redirected to this user's extension. IP Office 4.0+ user's with a log in code will be prompted to enter that code when using this function.	1.1+	Advanced -> Follow Me -> Follow Me Here	User name or user number. For IP Office 4.0+ this field can be left blank for number entry when pressed . · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**Here+** or **Follow Me Here**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	√	X[2]

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																							
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Follow Me Here Cancel	Cancels any 'Follow Me Here' set on the specified extension. Only works if entered at the extension to which the extension's calls are being sent by the follow me action.	1.1+	Advanced -> Follow Me -> Follow Me Here Cancel	User number or blank for number entry when pressed . · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**Here-** or **Follow Me Here-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Follow Me To	Leaving the extension blank prompts the user to enter the extension to which their calls should be redirected. IP Office 4+ user's with a login code will be prompted to enter that code when using this function.	1.1+	Advanced -> Follow Me -> Follow Me To	User name or user number or blank for number entry when pressed . If already enabled the button cancels the Follow Me To. · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**FolTo** or **Follow Me To**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√[1]	√[1]	√	X	√	√	√	√	√	X[2]
Forward Hunt Group Calls On	Forward the user's hunt group calls. This function only works when forward unconditional is also on and uses the same forwarding number as forward unconditional. This option is only applied for calls to ***Sequential*** and ***Rotary*** type hunt groups. Calls from other hunt group types are not presented to the user when they have Forward Unconditional active. Note also that hunt group calls cannot be forwarded to another hunt group.	1.1+	Advanced -> Forward -> Forward Hunt Group Calls On	*None*	**FwdH+** or **Fwd HG Calls**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Forward Hunt Group Calls Off	Cancels the forwarding of the user's hunt group calls. This function is largely obsolete since the button function Forward Hunt Group Calls On toggles on/off and indicates status.	1.1+	Advanced -> Forward -> Forward Hunt Group Calls Off	*None*	**FwdH-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Forward Number	Sets the number to which calls are forwarded when the user has forwarding on. Used for all forwarding options unless a separate **Forward On Busy Number** is also set. Forwarding to an external number is blocked if **Inhibit Off-Switch Transfers** is selected within the system configuration.	1.1+	Advanced -> Forward -> Forward Number	Any number or, IP Office 4.0+, blank for entry when pressed.Telephone number. · IP Office 4.0+ allows this field to be left blank to prompt the user for entry when the button is pressed . Also if blank, IP Office 4.0+ users with a log in code will be prompted to enter that code. · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**FwdNo** or **Fwd Number**	X	X Pre-4.0 √ 4.0+	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Forward On Busy Number	Sets the number to which calls are forwarded when using 'Forward on Busy' and/or 'Forward on No Answer'. Forwarding to an external number is blocked if **Inhibit Off-Switch Transfers** is selected within the system configuration.	1.1+	Advanced -> Forward -> Forward on Busy Number	Telephone number. · IP Office 4.0+ allows this field to be left blank to prompt the user for entry when the button is pressed . Also if blank, IP Office 4.0+ users with a log in code will be prompted to enter that code. · For IP Office 4.0+, on large display phones, if configured without a preset target this type of button will display an interactive button menu for target selection.	**FwBNo** or **Fwd Busy Number**	X	X Pre-4.0 √ 4.0+	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Forward On Busy Off	Switches forward on busy off. This button function is largely obsolete, as **Forward On Busy On** can be used to switch forward on busy on/off and provides status indication.	1.1+	Advanced -> Forward -> Forward on Busy Off	*None*	**FwBOf**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Forward On Busy On	Enables forwarding when the user's extension is busy. For users with call appearance buttons, they will only return busy when all call appearance buttons are in use. Uses the **Forward Number** as its destination unless a separate **Forward on Busy Number** is set. For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.	1.1+	Advanced -> Forward -> Forward on Busy On	None	**FwBOn** or **Fwd Busy**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Forward On No Answer Off	Switches forward on no answer on/off. The time used to determine the call as unanswered is the user's no answer time. Uses the Forward Number as its destination unless a separate Forward on Busy Number is set. For IP Office 3.2 and higher, Forward Internal (User | Forwarding) can also be used to control whether internal calls are forwarded.	1.1+	Advanced -> Forward -> Forward on No Answer Off	None	**FwNOf**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Forward On No Answer On	Switches forward on no answer on/off. The time used to determine the call as unanswered is the user's no answer time. Uses the **Forward Number** as its destination unless a separate **Forward on Busy Number** is set. For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded.	1.1+	Advanced -> Forward -> Forward on No Answer On	None	**FwNOn** or **Fwd No Answer**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Forward Unconditional Off	Switch 'forward all calls' off. This does not affect 'Forward on No Answer' and/or '**Forward on Busy**' if also on. This function is largely obsolete as a button set to **Forward Unconditional On** toggles on/off and indicates when on.	1.1+	Advanced -> Forward -> Forward Unconditional Off	*None*	**FwUOf**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Forward Unconditional On	This function is also know as 'divert all' and 'forward all'. It forwards all calls, except hunt group and page calls, to the forward number set for the user's extension. To also forward hunt group calls to the same number 'Forward Hunt Group Calls On' must also be used. For IP Office 3.2 and higher, **Forward Internal** (**User | Forwarding**) can also be used to control whether internal calls are forwarded. In addition to the lamp indication shown below, most phones display **D** when forward unconditional is on.	1.1+	Advanced -> Forward -> Forward Unconditional On	*None*	**FwUOn** or **Fwd Unconditional**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

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									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Group	Monitors the status of a hunt group queue. This option is only supported for hunt groups with queuing enabled. The user does not have to be a member of the group. Depending on the users button type, indication is given for when the group has alerting calls and queued calls (queued in this case is defined as more calls waiting than there are available group members). · Pre-4.0 IP Office: Pressing a Group button displayed information about the longest waiting call in the queue and options to answer, drop or ignore the call. · IP Office 4.0+: Pressing a Group button answers the longest waiting call. · IP Office 4.0+: The definition of queued calls include group calls that are ringing. However, for operation of the Group button, ringing calls are separate from other queued calls.	**1.0+**	Group	*Group name enclosed in " " double-quotes or group number*	<group name>	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Group Listen On	Using group listen allows callers to be heard through the phone's handsfree speaker but to only hear the phone's handset microphone. When group listen is enabled, it modifies the hands free functionality of the short code user's terminal in the following manner • When the user's phone is placed in handsfree / speaker mode, the speech path from the connected party is broadcast on the phone speaker but the phone's base microphone is disabled. • The connected party can only hear speech delivered directly by the short code user's handset microphone. • Group listen is not supported for IP phones or when using a phone's **HEADSET** button. • Currently connected calls are not affected by changes to this setting. If group listen is required it must be selected before the call is connected. This enables listeners local to the short code user's phone to hear the connected party whilst limiting the connected party to hear only what is communicated via the user's handset. **· M-Series / T-Series:** The button is equivalent to Feature 802 (On) and Feature #802 (Off).	**4.1+**	Advanced -> Extension -> Group Listen On.	*None.*	**Group Listen On**	√	√	X	X	X	X	√[1]	X	X	X	X	X	X	√	X	√	X	X	X	X	√	√	X
Hold Call	This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold Call feature "holds" the current call to a slot. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.	**1.1+**	Advanced -> Hold -> Hold Call	ISDN Exchange hold slot number or blank (slot 0).	**Hold**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Hold CW	Place the user's current call on hold and answers the waiting call. This function is not supported on phones which have multiple call appearance buttons set.	**1.1+**	Advanced -> Hold -> Hold CW	*None*	**HoldCW**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Hunt Group Disable	This function is obsolete, the Hunt Group Enable function being able to toggle membership between enabled and disabled and providing lamp indication of when membership is enabled. An individual user's membership of any particular hunt groups is programmed through the IP Office configuration. This control allows the user to disable that membership. They will no longer receive calls to that hunt group until their membership is enabled again.	**1.1+**	Hunt Group -> Hunt Group Disable	Group number or name or blank for all groups.	**HGDis**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Hunt Group Enable	An individual users membership of any particular hunt groups is programmed through the IP Office configuration. This control allows the user to enable or disable that membership. While enabled, the user can receive hunt group calls when logged on. In addition to the lamp indication below, most phones display **G** when any group membership is enabled.	**1.1+**	Hunt Group -> Hunt Group Enable	Group number or name or blank for all groups.	**HGEna** or **HG Enable**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Hold Music	This feature allows the user to listen to the system's music on hold. See Music On Hold for more information.	**1.1+**	Advanced -> Hold -> Hold Music	*Optional.* Systems can support multiple hold music sources. However only the system source is supported for **Hold Music** buttons.	**Music** or **Hold Music**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Last Number Redial	This function is intend for use with Avaya M-Series and T-Series phones only. When pressed, the button invokes the same last number redial process as dialing **Feature 5**.	**7.0+**	Advanced -> Call -> Last Number Redial	*None*	**Again**	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	√	√	X
MCID Activate	This action is used with ISDN Malicious Caller ID call tracing. It is used to trigger a call trace at the ISDN exchange. The call trace information is then provided to the appropriate legal authorities. This option requires the line to the ISDN to have MCID enabled at both the ISDN exchange and on the IP Office. The user must also be configured with **Can Trace Calls** enabled (User	Telephony).	**4.0+**	Miscellaneous -> MCID Activate	*None*	**MCID** or **Malicious Call**	X	√	X	X	√	X	X	√	X	X	√	√[1]	√	√[1]	X	X	√	√	√	√	√	X
Off Hook Station	Enables the user's extension to be controlled by an IP Office application, for example Phone Manager or SoftConsole. Calls can then be answered and cleared through the application without having to manually go off or on hook. Requires the phone to support full handsfree operation.	**1.1+**	Advanced -> Miscellaneous -> Off Hook Station	*None*	**OHStn**	√	√	X	X	√	√	√	√[1]	X	X	√	X	√	√[1]	√[1]	√[1]	√	X	√	√	√	√	√	X
Park	Monitors the status of a system park slot. The user can use the button to park a call into that slot and to also retrieve a call parked in that slot including calls parked by other users. Park buttons with indication will indicate when the park slot is in use. Similarly, the Park buttons within application (for example SoftConsole, Phone Manager and one-X Portal for IP Office) can be used to park, retrieve and indicate parked calls. For IP Office 4.0 and higher this function has been replaced by Emulation | Call Park	**1.0 to 3.2 only**	Advanced -> Call -> Park Call	Park slot number	**Park**	√	√	X	X	X	X	√[1]	X	X	X	X	X	√	√[1]	√	√[1]	X	X	X	X	X	X	X	X
Park Call	For IP Office 4.0 and higher this function has been replaced by Emulation | Call Park	**1.0 to 3.2 Only**	Advanced -> Call -> Park Call	Park slot number.	**Park**	√	√	X	X	X	X	√[1]	X	X	X	X	X	√	√[1]	√	√[1]	X	X	X	X	X	X	X	X

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									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9040	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Pause Recording	This feature can be used to pause any call recording. It can be used during a call that is being recorded to omit sensitive information such as customer credit card information. This feature can be used with calls that are recorded both manually or calls that are recorded automatically. The button status indicates when call recording has been paused. The button can be used to restart call recording. The system **Auto Restart Paused Recording** (System | Voicemail) setting can be used to set a delay after which recording is automatically resumed. If the voicemail system is configured to provide advice of call recording warnings, then pausing the recording will trigger a "Recording paused" prompt and a repeat of the advice of call recording warning when recording is resumed.	8.0+	Advanced -> Call -> Pause Recording	*None*	**PauseRec** or **Pause Recording**	√	√	X	X	√[1]	√[1]	X	X	X	X	X	X	X	X	X	X	X	√	√	X	X	X
Priority Call	This feature allows the user to call another user even if they are set to 'do not disturb'. A priority call will follow forward and follow me settings but will not go to voicemail.	1.1+	Advanced -> Call -> Priority Call	User number or name.	**Pcall** or **Priority Call**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Private Call	When on, any subsequent calls cannot be intruded on, bridged into or silently monitored until the user's private call status is switched off. Note that use of private calls is separate from the user's intrusion settings. If a user is set to **Cannot be Intruded**, switching private calls off does not affect that status. To allow private calls to be used to fully control the user status, **Cannot be Intruded** should be disabled for that user. If enabled during a call, any current recording, intrusion or monitoring is	4.0+	Advanced -> Call -> Private Call	*None*	**PrivC** or **Private Call**	√	√	X	X	√[1]	√[1]	X	√[1]	X	X	√	X	√	√[1]	√	√[1]	X	X	√	√	√	√	√	X[2]
Relay Off	Opens the specified switch in the system's external output port **(EXT O/P)**.	1.1+	Advanced -> Relay -> Relay Off	Switch number (1 or 2).	**Rely-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]
Relay On	Closes the specified switch in the system's external output port **(EXT O/P)**.	1.1+	Advanced -> Relay -> Relay On	Switch number (1 or 2).	**Rely+** or **Relay On**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Relay Pulse	Closes the specified switch in the system's external output port (**EXT O/P**) for 5 seconds and then opens the switch.	1.1+	Advanced -> Relay -> Relay Pulse	Switch number (1 or 2).	**Relay** or **Relay Pulse**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Resume Call	Resume a call previously suspended to the specified ISDN exchange slot. The suspended call may be resumed from another phone/ISDN Control Unit on the same line.	1.1+	Advanced -> Call -> Resume Call	ISDN Exchange slot number.	**Resum**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]
Retrieve Call	Retrieves a call previously held to a specific ISDN exchange slot. Only available when supported by the ISDN exchange.	1.1+	Advanced -> Call -> Retrieve Call	ISDN Exchange slot number.	**Retriv**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X	X[2]
Ring Back When Free	Sets a ringback on the extension being called. When the target extension ends its current call, the ringback users is rung (for their set No Answer Time/Allocated Answer Interval) and if they answer, a new call is made to the target extension. Ringback can be cleared using the Cancel Ring Back When Free function.	1.1+	Advanced -> Miscellaneous -> Ring Back When Free	*None*	**AutCB** or **Auto Callback**	X	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Set Absent Text	This feature can be used select the user's current absence text. Note: The user still has to select **Set** or **Clear** on their phone to display or hide the text. This text is then displayed to internal callers who have suitable display phones or applications. The text is displayed to callers even if the user has forwarded their calls or is using follow me. Absence text is supported across a Small Community Network (SCN). The absence text message is limited to 128 characters. Note however that most amount displayed will depend on the caller's device or application.	1.1+	Advanced -> Set -> Set Absent Text	The telephone number should take the format "**y,n,text**" where: • y = 0 or 1 to turn this feature on or off. • n = the number of the absent statement to use: • 0 = None. • 1 = On vacation until. • 2 = Will be back. • 3 = At lunch until. • 4 = Meeting until. • 5 = Please call. • 6 = Don't disturb until. • 7 = With visitors until. • 8 = With cust. til. • 9 = Back soon. • 10 = Back tomorrow. • 11 = Custom. • ***text*** = any text to follow the absent statement.	**Absnt** or **Absence Text**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√[1]	√[1]	√	X	√	√	√	√	√	X
Set Account Code	Dials an account code and then returns dial tone for the user to dial a number. Can also be used to enter an account code after a call has been connected.	2.1+	Advanced -> Set -> Set Account Code	Account code or blank. If blank, the user is prompted to dial an account code after pressing the button. This option is not supported on XX02 phone modules.	**Acct** or **Account Code**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Set Hunt Group Night Service	Puts the specified hunt group into 'Night Service' mode. Calls to a group set to night service, receive busy or are diverted to voicemail if available or are diverted to the group's night service fallback group if set. · Setting and clearing hunt group night service can be done using either manual controls or using a system time profile. The use of both methods to control the night service status of a particular hunt group is not supported.	1.1+	Advanced -> Set -> Set Hunt Group Night Service	Hunt group extension number. · IP Office 4.0+: If left blank, the button will affect all hunt groups of which the user is a member.	**HGNS+** or **HG Night Service**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Set Hunt Group Out Of Service	Puts the specified hunt group into 'Out of Service' mode. Calls to a group set to out of service receive busy or are diverted to voicemail if available or are diverted to the group's out of service fallback group if set. For pre-IP Office 4.0 systems this function cannot be used to override hunt groups already set to night service mode by an associated time profile. For IP Office 4.0 systems this function can be used to used to override hunt groups already set to night service mode by an associated time profile.	1.1+	Advanced -> Set -> Set Hunt Group Out of Service	Hunt group extension number. · IP Office 4.0+: If left blank, the button will affect all hunt groups of which the user is a member.	**HGOS+** or **HG Out of Service**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																								
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Set Inside Call Seq	Only supported for analog extensions. The distinctive ringing pattern used for other phones is set by the phone type. See the Set Inside Call Seq short code.	1.1+	Advanced -> Set -> Set Inside Call Sequence	0 to 10 as follows: • 0 = Default system ring. • 1 = Ring Normal (varies according to system locale). • 2 = Ring Type 1: 1 on/2 off/... • 3 = Ring Type 2: 0.25 on/0.25 off/0.25 on/0.25 off/0.25 on/1.75 off/... • 4 = Ring Type 3: 0.4 on/0.8 off/... • 5 = Ring Type 4: 2 on/4 off/... • 6 = Ring Type 5: 2 on/2 off/... • 7 = Ring Type 6: 0.945 on/4.5 off/... • 8 = Ring Type 7: 0.25 on/0.24 off/0.25 on/2.25 off/... • 9 = Ring Type 8: 1 on/3 off/...		X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Set Night Service Group	This button allows the user to change the Night Service target of a hunt group. The button user does not have to be a member of the hunt group. For Small Community Networks this function can be used for hunt groups on remote systems. When pressed, the user is prompted to enter or select a hunt group as the Night Service destination. Changing the destination does not affect calls already ringing at the hunt groups previous night service	4.2+	Advanced -> Set -> Set Night Service Group.	Hunt group extension number. This is the group for which the night service destination is being set.	**SetNSG** or **HG NS Group**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Set No Answer Time	Allows the user to change their no answer time setting. This is the time calls will ring before going to voicemail or following the user's divert on no answer setting if set on. In situations where call coverage is also being used, the user's no answer time must be greater than their individual coverage time for coverage to occur.	1.1+	Advanced -> Set -> Set No Answer Time	Time in seconds (range 6 to 99999).	**NATim** or **No Answer Time**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Set Outside Call Seq	Only supported for analog extensions. The distinctive ringing pattern used for other phones is set by the phone type. See the Set Outside Call Seq short code.	1.1+	Advanced -> Set -> Set Outside Call Sequence	0 to 10 as follows: • 0 = Default system ring. • 1 = Ring Normal (varies according to system locale). • 2 = Ring Type 1: 1 on/2 off/... • 3 = Ring Type 2: 0.25 on/0.25 off/0.25 on/0.25 off/0.25 on/1.75 off/... • 4 = Ring Type 3: 0.4 on/0.8 off/... • 5 = Ring Type 4: 2 on/4 off/... • 6 = Ring Type 5: 2 on/2 off/... • 7 = Ring Type 6: 0.945 on/4.5 off/... • 8 = Ring Type 7: 0.25 on/0.24 off/0.25 on/2.25 off/... • 9 = Ring Type 8: 1 on/3 off/...		X	X	X	√	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Set Out of Service Group	This button allows the user to change the Out of Service target of a hunt group. The button user does not have to be a member of the hunt group. For Small Community Networks this function can be used for hunt groups on remote systems. When pressed, the user is prompted to enter or select a hunt group as the Out of Service destination. Changing the destination does not affect calls already ringing at the hunt groups previous Out of Service	4.2+	Advanced -> Set -> Set Out of Service Group	Hunt group extension number. This is the group for which the night service destination is being set.	**SetOOSG** or **HG OS Group**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Set Ringback Seq	Only supported for analog extensions. The distinctive ringing pattern used for other phones is set by the phone type. See the Set Ringback Seq short code.	1.1+	Advanced -> Set -> Set Ringback Call Sequence	0 to 10 as follows: • 0 = Default system ring. • 1 = Ring Normal (varies according to system locale). • 2 = Ring Type 1: 1 on/2 off/... • 3 = Ring Type 2: 0.25 on/0.25 off/0.25 on/0.25 off/0.25 on/1.75 off/... • 4 = Ring Type 3: 0.4 on/0.8 off/... • 5 = Ring Type 4: 2 on/4 off/... • 6 = Ring Type 5: 2 on/2 off/... • 7 = Ring Type 6: 0.945 on/4.5 off/... • 8 = Ring Type 7: 0.25 on/0.24 off/0.25 on/2.25 off/... • 9 = Ring Type 8: 1 on/3 off/...		X	X	X	√	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Set Wrap Up Time	Allows users to change their Wrap-up Time (User | Telephony | Call Settings) setting. · Other phones or applications monitoring the user's status will indicate the user as still being busy (on a call). · Hunt group calls will not be presented to the user. · If the user is using a single line set, direct calls also receive busy treatment. If the user is using a mutli-line set (multiple call appearances), direct calls to them will ring as normal. · It is recommended that this option is not set to less than the default of 2 seconds. 0 is used to allow immediate ringing. · For users set as an CCR Agent, the After Call Work Time (User |	1.1+	Advanced -> Set -> Set Wrap Up Time	Time in seconds (range 0 to 99999).	**WUTim** or **Wrap-up Time**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Speed Dial	This function is intend for use with Avaya M-Series and T-Series phones only. When pressed, the button invokes the same process as dialing **Feature 0**. · If **Feature 0** is followed by a 3-dight number in the range 000 to 999, the system directory entry with the matching index is dialed. · If **Feature 0** is followed by * and a 2-digit number in the range 00 to 99, the personal directory entry with the matching index is dialed.	7.0+	Advanced -> Dial -> Speed Dial	*None*	**SpdDial**	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	√	√	X

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																						
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9640	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Stamp Log	The stamp log function is used to insert a line into any System Monitor trace that is running. The line in the trace indicates the date, time, user name and extension plus additional information. The line is prefixed with **LSTMP: Log Stamped** and a log stamp number. When invoked from a Avaya phone with a display, **Log Stamped#** is also briefly displayed on the phone. This allows users to indicate when they have experienced a particular problem that the system maintainer want them to report and allows the maintainer to more easily locate the relevant section in the monitor trace. The log stamp number is set to 000 when the system is restarted. The number is then incremented after each time the function is used in a cycle between 000 and 999. Alternately if required, a specific stamp number can be assigned to the button or short code being used for the	8.1+	Advanced | Miscellaneous | Stamp Log	*Optional. Blank or any 3 digit number.*	**Stamp Log**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Suspend Call	Uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange, freeing up the ISDN B channel. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange	1.1+	Advanced -> Suspend -> Suspend.	Exchange slot number or blank (slot 0).	**Suspe**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Suspend CW	Uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange and answer the call waiting. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange	1.1+	Advanced -> Suspend -> Suspend CW	Exchange slot number or blank (slot 0).	**SusCW**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Transfer	This function is intend for use with Avaya M-Series and T-Series phones only. When pressed, the button invokes the same transfer process as dialing **Feature 70**	7.0+	Advanced -> Call -> Transfer	*None*	**Xfer**	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	√	√	X
Toggle Calls	Cycle between the user's current call and any held calls.	1.1+	Advanced -> Call -> Toggle Calls	*None*	**Toggl**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Unpark Call	This function is obsolete, since the Park function can be used to both park and retrieve calls and provides visual indication of when calls are parked. Retrieve a parked call from a specified system park slot	1.1+	Advanced -> Call -> Unpark Call	System park slot number. This must match a park slot ID used to park the call	**UnPark**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Voicemail Collect	Connects to the voicemail server. The telephone number must indicate the name of the Voicemail box to be accessed, eg. "?Extn201" or "#Extn201". The ? indicates "collect Voicemail" and the # indicates "deposit Voicemail". This action is not supported by voicemail using IP Office Intuity emulation mode. When used with Voicemail Pro, names of specific call flow start points can also be used to directly access those start points via a short code. In these cases ? is not used and # is only used if ringing is required before the start points call flow begins. · **M-Series / T-Series**: For access to the users own mailbox, this button is	1.1+	Advanced -> Voicemail -> Voicemail Collect	*See notes.*	**VMCol** or **VMail Collect**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Voicemail Off	Disables the user's voicemail box from answering calls that ring unanswered at the users extension. This button function is largely obsolete as the Voicemail On function toggles on/off. This does not disable the user's mailbox and other methods of placing messages into their mailbox	1.1+	Advanced -> Voicemail -> Voicemail Off	*None*	**VMOff**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Voicemail On	Enables the user's voicemail mailbox to answer calls which ring unanswered or arrive when the user is busy.	1.1+	Advanced -> Voicemail -> Voicemail On	*None*	**VMOn or VMail On**	X	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Voicemail Ringback Off	This button function is largely obsolete as the Voicemail Ringback On function toggles on/off. Disables voicemail ringback to the user's extension.	1.1+	Advanced -> Voicemail -> Voicemail Ringback Off	*None*	**VMRB-**	X	X	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	X	X	X	X	X[2]
Voicemail Ringback On	Enables voicemail ringback to the user's extension. Voicemail ringback is used to call the user when they have new voicemail messages in their own mailbox or a hunt group mailbox for which they have been configured with message waiting indication. The ringback takes place when the user's phone returns to idle after any call is ended	1.1+	Advanced -> Voicemail -> Voicemail Ringback On	*None*	**VMRB+** or **VMail Ringback**	√	√	X	X	√[1]	√[1]	√	√[1]	X	X	√	X	√	√[1]	√	√[1]	√	X	√	√	√	√	√	X[2]
Whisper Page	This feature allows you to intrude on another user and be heard by them without being able to hear the user's existing call which is not interrupted. For example: User A is on a call with user B. When user C intrudes on user A, they can be heard by user A but not by user B who can still hear user A. Whisper page can be used to talk to a user who has enabled private call. · The ability to intrude and be intruded is controlled by two configuration settings, the **Can Intrude** (**User |Telephony | Supervisor Settings**) setting of the user intruding and the **Cannot Be Intruded** (**User |Telephony | Supervisor Settings**) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot	8.0+	Advanced -> Call -> Whisper Page	*None*	**Whisp** or **Whisper Page**	√	X	X	X	√[1]	√[1]	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	√	√	X	X	X

Phone Support Notes

[1] Not 1403, 1603, 2402, 4601, 4602, 5601 and 5602 except where 4602 is supported on IP Office 2.1 and 3.0NT software.

[2] May have limited support on some specific T3 phone models.

[3] Supported on 4606, 4612 and 4624 only.

[4] Not T7100 model

[5] Not T7406E

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																						
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9040	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series

Note 1 Dir - Directory.
Drop - Drop.
HFAns - Internal Auto-Answer.
Timer - Timer.
AutCB - Automatic Callback.
Prog - Abbreviated Dial Program.
CFrwd - Call Forwarding All.
Park - Park Call (pre-4.0)
CPark - Call Park (4.0+).
RPark - Call Park to Other Extension (4.0+).
SAC - Send All Calls.
TmDay - Time of Day.

Acct - Account Code Entry.
AD - Abbreviated Dial.
Park - Call Park to Other Extn.
GrpPg - Group Paging.
CPkUp - Call Pickup.
DPkUp - Directed Call Pickup.
RngOf - Ringer Off.
Spres - AD Suppress.
HdSet - Headset Toggle.
HGNS+ - Set Hunt Group Night Service.
Flash - Hook Flash (4.0+).

Note 2 Dial (pre-4.0).
XX - Abbreviated Dial (4.0+).
Group
Park (pre-4.0).
CPark (4.0+).
User.
Flash Hook.

Note 3 • Abbreviated Dial (129), Abbreviated Dial Pause (130), Abbreviated Dial Program (7), Abbreviated Dial Stop (148), Account Code Entry (128), ACD Agent Statistics (147), ACD Stroke Count (135), AD Special Function Mark (142), AD Special Function Wait (149), AD Special Functions (145), AD Suppress (146), Automatic Callback (6), Automatic Intercom (139), Call Forwarding All (8), Call Park (9), Call Park To Other Extension (143), Call Pickup (132), Cancel Leave Word Calling (133), Consult (134), Dial Intercom (140), Directed Call Pickup (136), Send All Calls (10), Stored Number View (150), Time of Day (11), Timer (4).

Button Feature	Description	IP Office Software Level	Action	Action Data	Default Label	Toggles	Status Ind	User Admin	IP Office Phone Support																							
									Analog	1400 Series	1600 Series	20 Series	2400 Series	3600 Series	3700 Series	3810	4100 Series	4400 Series	4600 Series	5400 Series	5600 Series	6400 Series	7400 Series	9040	9500 Series	9600 Series	M-Series	T-Series	T3/T3 IP Series
Note 4																																
Phone	Large display 1400, 1600, 2400, 4600, 5400, 5600, 9500, 9600, M-Series and T-Series Phones	Other Phones or Across Small Community Network																														
Idle	Call the user.																															
Ringing	Displays an option to pickup the call.	Picks up the call.																														
On a Call	For IP Office 4.0+ the following options are displayed (name lengths may vary depending on the phone display): · **CALL** Initiates a call to the users. · **MESSAGE** Cause a single burst of ringing on the target phone. On some phones, when they end their current call their phone will then display PLEASE CALL and your extension number. · **VOICEMAIL** Call the user's voicemail mailbox. · **CALLBACK** Set an automatic callback.	No action. For 1400, 1600, 9500 and 9600 Series phones, the Call, Voicemail and Callback options are supported.																														
	For 1400, 1600, 9500 and 9600 Series phones the following additional options are displayed: · **Drop** Disconnect the user's current call. If configured to be able to intrude on the user: · **Acquire** Take control of the call. · **Intrude** Intrude into the call, turning it into a 3-way conference. If configured to be able to listen to the user: · **Listen** Start silent monitoring of the user's call.																														

Note 5

Value	T-Series and M-Series phones	Other Phones
None	The ***Feature* *2** process is started with an alternate set of possible functions.	If no value is set, the button allows user programming of the following emulation actions. Abbreviated Dial. Abbreviated Dial Program. Account Code Entry. AD Suppress. Automatic Callback. Break Out (4.0+). Call Forwarding All. Call Park (4.0+). Call Park To Other Extension (4.0+). Call Pickup. Directed Call Pickup. Directory. Drop. Group Paging. Headset Toggle. Hook Flash (4.0+). Internal Auto-Answer. Park Call (pre-4.0) Ringer Off. Self-Administer. Send All Calls. Set Hunt Group Night Service. Time of Day Timer.
1	The ***Feature* *1** process is started for assigning **Abbreviated Dial** button.	If ***1*** is entered as the telephone number, allows user programming of the following system functions. Dial (pre-4.0). Abbreviated Dial (4.0+). Group. Park (pre-4.0). CPark (4.0+). User. Flash Hook.
2	The Feature ****6*** process is started for setting the ring type.	If ***2*** is entered, the button can be used for viewing details of the control unit type and its software version. This option is available in IP Office 4.1+. If the user has a log in code set, they will be prompted to enter that code. System phone users can also use the button to manually set the system's date and time.
3	The option ***3*** is used with M-Series and T-Series sets to enable display contrast control.	Not used.

Button Action	Status	2400 Series 5400 Series	4600 Series 5600 Series	1400, 1600, 4400, 6400, 9500 Series	9600 Series*	9608, 9611	9621, 9641	T-Series M-Series
Group	- No calls	Main	Main	Off	Off	Off	Grey	Off
	- Call alerting	Main◆	Main◆	Green flash	Red flash	Green flash	Blue	▲ Slow flash
	- Calls queued	Main	Main	Red flash	**Red on**	Red flash	**Green**	▲ Slow flash
Park Call	- No parked call	PARK1	PARK1					
	- Parked here	PARK1◆	PARK1◆					
	- Parked elsewhere	PARK1	PARK1					
User	- Idle	Extn221	Extn221	Off	Off	Off	Grey	Off
	- Alerting	Extn221◂	Extn221◆	Red flash	Red flash	Red flash	Blue	▲ Slow flash
	- In Use/Busy	Extn221	Extn221	Red Wink	Red Wink	Red Wink	Blue	▲ Fast flash
	- DND	Extn221	Extn221	Red on	**Red on**	**Red on**	**Green**	▲ On
AD Suppress	- On	Spres◂	Spres	Green on	Red on	Green on	**Green**	▲ On
	- Off	Spres	Spres	Off	Off	Off	Grey	Off
Automatic Callback	- On	AutCB◂	AutCB	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	AutCB	AutCB	Off	Off	Off	Grey	Off
Call Forwarding All	- On	CFrwd◂	CFrwd	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	CFrwd	CFrwd	Off	Off	Off	Grey	Off
Call Park	- Calls parked by extension	Cpark◆	Cpark	Green flash	Red flash	Green flash	Blue	▲ Slow flash
	- Call Parked by other extension	Cpark	Cpark	Red flash	**Red on**	Red flash	**Green**	▲ Fast flash
	- No parked calls	Cpark	Cpark	Off	Off	Off	Grey	Off
Call Park To Other Extension	- Parked Call	Rpark◆	Rpark	Green flash	Red flash	Green flash	Blue	▲ Slow flash
	- No parked call	Rpark	Rpark	Off	Off	Off	Grey	Off
Internal Auto-Answer	- On	HFAns◂	HFAns	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	HFAns	HFAns	Off	Off	Off	Grey	Off
Ringer Off	- On (no ring)	RngOf◂	RngOf	Green on	**Red on**	Green on	**Green**	▲ On
	- Off (ring)	RngOf	RngOf	Off	Off	Off	Grey	Off
Send All Calls	- On	SAC◂	SAC	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	SAC	SAC	Off	Off	Off	Grey	Off
Time of Day	- On	TmDay◂	TmDay	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	TmDay	TmDay	Off	Off	Off	Grey	Off
Timer	- On	Timer◂	Timer	Green on				▲ On
	- Off	Timer	Timer	Off				Off
Twinning	- On	Twinning◂	Twinning	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	Twinning	Twinning	Off	Off	Off	Grey	Off
	- Twinned call at secondary	Twinning◂	Twinning◆	Red on	Red flash	Red on	Blue	▲ On
After Call Work	- On	ACWrk◂	ACWrk	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	ACWrk	ACWrk	Off	Off	Off	Grey	Off
Call Screening	- On	CallScreen◂	CallScreen	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	CallScreen	CallScreen	Off	Off	Off	Grey	Off
Call Waiting On	- On	CWOn◂	CWOn	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	CWOn	CWOn	Off	Off	Off	Grey	Off
Conference Meet Me	- On	CnfMM◂	CnfMM	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	CnfMM	CnfMM	Off	Off	Off	Grey	Off

Extn Login	**- On**	**Login◄**	**Login**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**Login**	**Login**	Off	Off	Off	Grey	Off
Follow Me To	**- On**	**FolTo◄**	**FolTo**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**FolTo**	**FolTo**	Off	Off	Off	Grey	Off
Forward Hunt Group Calls On	**- On**	**FwdH+◄**	**FwDH+**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**FwdH+**	**FwDH+**	Off	Off	Off	Grey	Off
Forward Number	**- On**	**FwdNo◄**	**FwdNo**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**FwdNo**	**FwdNo**	Off	Off	Off	Grey	Off
Forward On Busy On	**- On**	**FwBOn◄**	**FwBOn**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**FwBOn**	**FwBOn**	Off	Off	Off	Grey	Off
Forward On No Answer On	**- On**	**FwNOn◄**	**FwNOn**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**FwNOn**	**FwNOn**	Off	Off	Off	Grey	Off
Forward Unconditional On	**- On**	**FwUOn◄**	**FwUOn**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**FwUOn**	**FwUOn**	Off	Off	Off	Grey	Off
Group	**- No calls**	**Main**	**Main**	Off	Off	Off	Grey	Off
	- Call alerting	**Main◆**	**Main◆**	Green flash	Red flash	Green flash	Blue	▲ Slow flash
	- Calls queued	**Main**	**Main**	Red flash	**Red on**	Red flash	**Green**	▲ Slow flash
Group Listen On	**- On**	**Group Listen On◄**	**Group Listen On**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**Group Listen On**	**Group Listen On**	Off	Off	Off	Grey	Off
Hunt Group Enable	**- On**	**HGEna◄**	**HGEna**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**HGEna**	**HGEna**	Off	Off	Off	Grey	Off
Off Hook Station	**- On**	**OHStn◄**	**OHStn**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**OHStn**	**OHStn**	Off	Off	Off	Grey	Off
Private Call	**- On**	**PrivC◄**	**PrivC**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**PrivC**	**PrivC**	Off	Off	Off	Grey	Off
Ring Back When Free	**- On**	**AutCB◄**	**AutCB+**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**AutCB**	**AutCB+**	Off	Off	Off	Grey	Off
Set Hunt Group Night Service	**- On**	**HGNS+200◄**	**HGNS+200**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**HGNS+200**	**HGNS+200**	Off	Off	Off	Grey	Off
Set Hunt Group Out Of Service	**- On**	**HGOS+200◄**	**HGOS+200**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**HGOS+200**	**HGOS+200**	Off	Off	Off	Grey	Off
Voicemail On	**- On**	**VMOn◄**	**VMOn**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**VMOn**	**VMOn**	Off	Off	Off	Grey	Off
Voicemail Ringback On	**- On**	**VMRB+◄**	**VMRB+**	Green on	**Red on**	Green on	**Green**	▲ On
	- Off	**VMRB+**	**VMRB+**	Off	Off	Off	Grey	Off

*** - Does not include 9621 and 9641. Treat 9608 and 9611 as 9500 Series.**

T3 Phone Set Status		
Button Action	**T3 Set Status**	**DSS Link LED**
Dial	**Classic/Comfort icon**: Displays the telephone number set.	None
User	**Classic/Comfort icon:** Displays the user name.	On when busy, flashing when call alerting user.
Account Code Entry	**Classic/Comfort icon**: Displays **1234**.	None
Automatic Intercom	**Classic/Comfort icon:** Displays followed by the set number.	None
Call Pickup	Classic/Comfort icon: Displays .	None
Call List	**Classic/Comfort icon**: Displays **LIST**.	On when calls are in the list. Flashes when new calls are in the list.
Dial Intercom	**Classic/Comfort icon:** Displays followed by the set number.	None
Directory	**Classic/Comfort icon:** Displays .	None
Group Paging	**Classic/Comfort icon:** Displays followed by target number if set.	None
Headset Toggle	**Classic/Comfort icon:** Displays **HdSet**	On when active.
Internal Auto-Answer	**Classic/Comfort icon:** Displays **HfAns**.	On when active.
Send All Calls	**Classic/Comfort icon:** Displays .	On when active.
Call Pickup Any	**Classic/Comfort** icon: Displays .	None
Call Pickup Group	**Classic/Comfort** icon: Displays . followed by group name.	None
Call Pickup Members	**Classic/Comfort** icon: Displays . followed by group name.	None
Dial Paging	**Classic/Comfort icon:** Displays followed by target number if set.	None
Do Not Disturb On	**Classic/Comfort icon:** Displays .	On when active.
Follow Me Here	**Classic/Comfort icon:** Displays followed by the user name.	On when active.
Forward Unconditional On	**Classic/Comfort icon:** Displays followed by the user name.	On when active.
Hunt Group Enable	**Classic/Comfort icon:** Displays followed by the group number or * for all if programmed with no specific group number.	On when active.
Relay Pulse	**Classic/Comfort icon:** Displays **S1** or **S2** dependant on switch number.	None
Set Account Code	**Classic/Comfort icon:** Displays **1234**.	None
Set Hunt Group Night Service	**Classic/Comfort icon:** Displays followed by the group number. The background uses the same settings as the LED below.	On when all related groups are in night service. Slow flash if related hunt groups are in mixed states.
Set Hunt Group Out Of Service	**Classic/Comfort icon:** Displays **–** followed by the group number. The background uses the same settings as the LED below.	On when set. On when all related groups are out of service. Slow flash if related hunt groups are in mixed states.
Voicemail On	**Classic/Comfort** icon: Displays . The background uses the same settings as the LED below.	On when set.

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
AOC Previous Call	Display of advice of charge information is only supported on T3 phones, T3 IP phones and Phone Manager.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
AOC Reset Total	Display of advice of charge information is only supported on T3 phones, T3 IP phones and Phone Manager.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
AOC Total	Display of advice of charge information is only supported on T3 phones, T3 IP phones and Phone Manager.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Auto Attendant	This feature is used with embedded voicemail on Small Office Edition, IP406 V2 and IP500 and IP500v2 systems. It allows the recording of the greetings used by auto-attendant services and the transfer of calls to that auto attendant. This feature was previously called **Record Greeting**.	✓ **• For pre-IP Office 4.1** Four system short codes are automatically added for each auto attendant. These use a telephone number of the form AA:Name.Y where Name is replaced by the Auto Attendant name and Y is 1, 2, 3 or 4 for the morning, afternoon, evening or menu option greeting. • You can manually delete the short codes or add additional short codes as required. • To create a short code to access an auto attendant, for example to allow internal calls to an auto attendant, omit the .Y part of the short code telephone number. **• For IP Office 4.1+** Four system short codes (*81XX, *82XX, *83XX and *84XX) are automatically added for use with all auto attendants, for the morning, afternoon, evening and menu options greetings respectively. These use a telephone number of the form "AA:"N".Y" where N is the replaced with the auto attendant number dialed and Y is 1, 2, 3 or 4 for the morning, afternoon, evening or menu option greeting. • An additional short code of the form (for example) *80XX / Auto Attendant / "AA:"N can be added manual if internal dialed access to auto attendants is required. • For IP Office 4.1+, to add a short code to access a specific auto attendant, the name method as used for pre-IP Office 4.1 should be used.	✓See **Configuration Settings	Auto Attendant**	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Break Out	This feature is usable within an IP Office Small Community Network. It allows a user on one system in the network to specify that the following dialing be processed by another IP Office system on the network as if the user dialed it locally on that other system. This feature is not supported for SIP extensions. For pre-IP Office Release 5 systems, this feature requires the IP Offices to have Advanced Small Community Networking licenses.	✓ The IP Address of the IP Office system, using * characters in place of . characters.	✗	✗	✗	✓ Advanced Dial BkOut	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Barred	This short code feature can be used for call barring by using the short code as the call destination. This short code feature was previously called Busy. It has been renamed but its function has not changed. When used in an ARS form that has been configured with an Alternate Route, for callers whose dialing has matched the short code no further routing is applied.	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Busy On Held	When on, busy on held returns busy to new calls when the user has an existing call on hold. This short code feature is useful when a user does not want to be distracted by an additional incoming call when they have a call on hold.	✓ Y or 1 for on, N or 0 for off.	✗	✓	✗	✓ BusyH	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Intrude	This feature intrudes on the existing connected call of the specified target extension. All call parties are put into a conference and can talk to and hear each other. Use of this feature is subject to the Can Intrude status of the intruder and the Cannot be Intruded status of the target. A Call Intrude attempt to a user who is idle becomes a **Priority Call**. • Note that this feature requires conference resources from the IP Office system for the duration of the intrusion. • IP Office 4.0+ provides privacy features that allow users to indicate that a call cannot be intruded on. See **Private Calls**. • For IP Office 4.2+, intruding onto an a user doing silent monitoring **(Call Listen)** is turned into a silent monitoring call.	✓ Target extension number.	✗	✗	✓ Actions Intrude	✓ Intru	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Listen	This feature allows a user to monitor another user's call without being heard. Monitoring is different from call intrusion. Note that this feature requires conference resources from the • This feature uses system conference resources. If insufficient conference resource are available it will not be possible to use this feature. • For IP Office 4.0+ a number of new features are supported for call listening: • Users can be given privacy features that allow them to indicate that a call cannot be monitored. See Private Calls. • IP extensions can be monitored including those using direct media. Previously the monitoring of IP extensions could not be guaranteed. • The monitoring call can be initiated even if the target user is not currently on a call and remains active until the monitoring user clears the monitoring call. • The user who initiated the call listen can also record the call. • IP Office 4.2+: Intruding onto an a user doing silent monitoring (Call Listen) is turned into a silent monitoring call. • 1400, 1600, 9400, 9500 and 9600 Series phones with a user button can initiate listening using	✓ Target extension number.	✗	✗	✗	✓ Listn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Pickup Any	Pick up the first available ringing call.	✗	✓ *30	✗	✗	✓ PickA	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Pickup Extn	Pick up a ringing call from a specific extension.	✓ Target extension number.	✓ *32*N#	✗	✗	✓ CpkUp	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Pickup Group	Pick up a call ringing any hunt group of which the user is a member.	✗	✓ *31	✗	✗	✓ PickG	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Pickup Line	Pick up an incoming call which is presenting, held or parked. Pickup executed using Line Appearance ID specified in Telephone Number. For privacy reasons, Call Pickup Line cannot be used on a held or parked conference call. As this feature is applied to presenting single party held / parked calls only, user intrusion settings do not apply. This feature is not supported on T3 phones.	✓ Target Line Appearance ID.	✗	✗	✗	✗	✗	✓ **Q2 2007 Maint. Release**	✓	✓	✓	✓	✓	✓	✓	✓
Call Pickup Members	This feature can be used to pick up any call to an extension that is a member of the Hunt Group specified. The incoming call can be as a result of a **DID** call to that extension, an internal call to that extension or an internal or external call to the Hunt Group. Note that this function will not work for calls to a hunt group member who currently has their membership disabled.	✓ Group number or "Group name".	✓ *53*N#	✗	✗	✓ PickM	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Pickup User	Pick up an incoming call which is alerting, parked or held. The pickup uses the user extension number specified in Telephone Number field of the short code. If there are multiple calls, priority is given to picking up alerting, then parked and then held in that order of priority. It cannot be used to pickup conferenced calls. The normal user intrusion features are not applied to this pickup feature. This feature is not supported on T3 phones.	✓ Target user extension number.	✗	✗	✗	✗	✗	✓ **Q2 2007 Maint. Release**	✓	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Call Queue	Queue the current call to the destination phone, even when the destination phone is busy. This is the same as a transfer except it allows you to transfer to a busy phone.	✓ Target extension number.	✓ *33*N#	✗	✗	✓ Queue	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Record	This feature allows you to record a conversation. To use this requires Voicemail Pro. Refer to your local regulations in relation to the recording of calls. • IP Office 4.0+ provides privacy features that allow users to indicate that a call should not be recorded. See **Private Calls**.	✓ Target extension number.	✗	✗	✗	✓ Recor	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Steal	This function can be used with or without a specified user target. • If the specified target has alerting calls, the function will connect to the longest waiting call. • If the specified target has no alerting calls but does have a connected call, the function will take over the connected call, disconnecting the original user. This usage is subject to the **Can Intrude** setting of the user and the **Cannot Be Intruded** setting of the target. The feature is independent the intrude settings of the third party to the call. • If no target is specified, the function attempts to reclaim the users last transferred call if it has not been answered or has been answered by voicemail.	✓ Target extension number or blank for last call transferred.	✓ *45*N# & *46	✓ Actions Reclaim	✓ Actions Reclaim Call	✓ Aquire	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Waiting On	Enables call waiting on the user's extension. When on, if the user receives a second calls when already on a call, they hear a call waiting tone in the speech path. Call waiting settings are ignored for users with multiple call appearance buttons. In this case the appearance buttons are used to indicate additional calls. Call waiting is automatically applied for users with 'internal twinned' phones.	✗	✓ *15 (not on IP Office Server Edition)	✓	✗	✓ CWOn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Waiting Off	Disables call waiting on the user's extension. Call waiting may be applied for users with internal twinned phones regardless of their call waiting settings.	✗	✓ *16 (not on IP Office Server Edition)	✓	✗	✓ CWOff	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call Waiting Suspend	For phones using call waiting, this feature temporarily disables call waiting for the duration of the users next call.	✗	✓ *70 (A-Law only)	✗	✗	✓ CWSus	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cancel All Forwarding	This feature cancels all forms of forwarding on the user's extension including "Follow Me" and "Do Not Disturb".	✗	✓ *00	✓	✓	✓ FwdOf	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cancel Ring Back When Free	Cancels any existing ring back (also known as callback) set by the user.	✗	✗	✗	✗	✓ RBak-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Change Login Code	Allows a user to change their log in code.	✓ The user's current and new log in codes separated by a *.	✗	✗	✗	✗	✗	✗	✓ **Q2 2008 Maint. Release**	✓	✓	✓	✓	✓	✓	✓
Clear After Call Work	This feature can be users who have been configured as CCR agents. It allows them to dial a short code to exit the After Call Work (ACW) state as reported by the IP Office Customer Call Reporter (CCR) application.	✗	✗	✗	✗	✓ acw	✗	✗	✗	✓ **4.2 4Q 2008 Maint. Release**	✓	✓	✓	✓	✓	✓
Clear Call	This feature can be used to end the current call.	✗	✓ *52	✓	✓	✓ Clear	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clear CW	This feature is most commonly used to end the user's current call and answer the waiting call. Note: Call waiting settings are ignored for users with multiple call appearance buttons.	✗	✓ *26 (A-Law only) (not on IP Office Server Edition)	✗	✗	✓ ClrCW	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clear Hunt Group Night Service	This feature changes the specified hunt group from 'Night Service' mode to 'In Service' mode. This will not override a hunt group in night service due to a time profile.	✓ Hunt group extension number. For IP Office 4.0+, if left blank, the short code will affect all hunt groups of which the user is a member.	✓ *21*N#	✗	✗	✓ HGNS-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clear Hunt Group Out Of Service	This feature changes the specified hunt group from 'Out of Service' mode to 'In Service' mode. This will not override a hunt group in night service due to a time profile.	✓ Hunt group extension number. For IP Office 4.0+, if left blank, the short code will affect all hunt groups of which the user is a member.	✗	✗	✗	✓ HGOS-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clear Quota	This feature refreshes the time quota for all services or a specific service.	✓ "Service name" or "" (all services).	✗	✗	✗	✓ Quota	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Coaching Intrusion	This feature allows the you to intrude on another user's call and to talk to them without being heard by the other call parties to which they can still talk. For example: User A is on a call with user B. When user C intrudes on user A, they can hear users A and B but can only be heard by user A. - The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded. - ! WARNING The use of features to listen to a call without the other call parties being aware of that monitoring may be subject to local laws and regulations. Before enabling the feature you must ensure that you have complied with all applicable local laws and regulations. Failure to do so may result in severe penalties.	✓ Target extension number.	✗	✗	✗	✓ Coach	✗	✗	✗	✗	✗	✗	✗	✓	✓
Conference Add	Places any calls the user has on hold into a conference with the user. This feature is useful for impromptu conferences.	✗	✓ *47	✗	✗	✓ Conf+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conference Meet Me	This feature allows a user to join a specific conference. For pre-IP Office Release 5 systems, this function is not supported on IP500 systems without an IP500 Upgrade Standard to Professional license. For IP Office Release 6 and higher, IP500 and IP500 V2 systems require a Preferred Edition license.	✓ Conference number. This can be an alphanumeric value up to 15 characters.	✗	✗	✗	✓ CnfRv	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CW	Pick up the waiting call. This feature provides same functionality as pressing the Recall or Hold key on the phone. Unlike the Clear CW feature, this feature does not disconnect you from the existing call when the second call is picked up.	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial	This short code feature allows users to dial the number specified to an outside line.	✓ Telephone number.	✓ Various depending on locale.	✓	✓	✓ Dial	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Dial 3K1	Sets the ISDN bearer capabilities to 3.1Khz audio call.	✓ Telephone number.	✗	✗	✗	✓ D3K1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial 56K	Sets the ISDN bearer capabilities to 56Kbps data call.	✓ Telephone number.	✗	✗	✗	✓ D56K	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial 64K	Sets the ISDN bearer capabilities to 64Kbps data call.	✓ Telephone number.	✗	✗	✗	✓ D64K	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial CW	Call the specified extension number and force call waiting indication on if the extension is already on a call. If the user has call appearance buttons programmed, call waiting will not get activated. The next incoming call will appear on an available call appearance button. When there are no available call appearance buttons, the next incoming call will receive busy tone.	✓ Extension number.	✗	✗	✗	✓ DCW	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Direct	Call the extension specified and force automatic answer if supported by the telephone type.	✓ Extension number.	✗	✗	✗	✓ Dirct	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Direct Hot Line	When the line appearance is mapped to a short code using the **DialDirectHotLine** short code feature, no secondary dial tone is generated and the number is dialed directly. This feature should not be confused with the hot line feature enabled using **?D** short codes.	✓ Telephone number.	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗
Dial Emergency	Dials the number specified regardless of any call barring applicable to the user. On all IP Office systems, regardless of locale, system and or ARS, short codes using the Dial Emergency feature should be created for any required emergency service numbers. Those short codes should be useable by all users from all extensions. Those short codes should route the calls to suitable lines. If the system uses prefixes for external dialing, the dialing of emergency numbers with and without the prefix should be allowed. Note that the blocking of emergency numbers or the routing of emergency numbers to a intermediate destination other than the emergency network may be against local and nation laws. For systems with a United States locale, the Dial Emergency short code acts differently. Calls matched to Dial Emergency short codes are routed using the details contained in the E911 forms. This routing will then be either via installed E911 Adjunct equipment or via grouped set of trunks and extensions called zones.	✓ Telephone number.	✗	✗	✗	✓ Emrgy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Extn	This feature can be used to dial an internal extension number (user or hunt group).	✓ Extension number. IP Office 4.2+ can use p(x) as a suffix to the Telephone Number to change the priority of a call. Allowable values for x are 1, 2 or 3 for low, medium or high priority respectively. For example Np(1).	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Fax	This feature is used to route fax calls via T38 Fax Relay.	✓ Fax destination number.	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓
Dial Inclusion	This feature intrudes on the existing call of the specified target extension. The intruder and the target extension can then talk but cannot be heard by the other party. This can include intruding into a conference call, where the conference will continue without the intrusion target. During the intrusion all parties hear a repeated intrusion tone. When the intruder hangs-up the original call parties are reconnected. Use of this feature is subject to the **Can Intrude** status (configured in Manager via the User form's Telephony tab) of the intruder and the target extension (the extension to be intruded upon). Attempting to hold a dial inclusion call simply ends the intrusion part of the call. The inclusion cannot be parked.	✓ Target extension number.	✗	✗	✗	✓ Inclu.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Paging	This feature makes a page call to an extension or group. The target extension or group members must support page calls (that is to be able to auto-answer calls).	✓ Extension or group number.	✗	✗	✓ Groups only	✓ Page	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Physical Extension By Number	Dial a specified extension number regardless of the current user logged on at that extension and any forwarding, follow me or do not disturb settings applied by the current extension user. Note that the extension number used is the Base Extension number set against the extension configuration settings.	✓ Base Extension number	✓ *70*N# (MU-Law only)	✗	✗	✓ PhyEx	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Physical Number By ID	Dial a specific extension using its system ID. This may be necessary in hot desking environments where some extensions have been created with no default extension number. Without an extension number, a call can not be made to that extension unless a short code is created.	✓ Extension ID	✓ *71*N# (MU-Law only)	✗	✗	✓ DialP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Speech	This feature allows a short code to be created to force the outgoing call to use the Speech bearer capability.	✓ Telephone number.	✗	✗	✗	✓ DV110	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial V110	Sets the ISDN bearer capabilities to V110. The call is presented to local exchange as a "Data Call".	✓ Telephone number.	✗	✗	✗	✓ DV120	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial V120	Sets the ISDN bear capabilities using V.120.	✓ Telephone number.	✗	✗	✗	✓ Dvide	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Dial Video	The call is presented to the local exchange as a "Video Call".	✓ Telephone number.	✗	✗	✗	✓ DSpch	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Disable ARS Form	This feature can be used to put an ARS form out of service. It can be used with ARS forms for which an Out of Service Route has been configured in Manager. The short code feature **Enable ARS Form** can be used to return an ARS form to in service.	✓ ARS form number.	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Disable Internal Forwards	This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional, Forward on Busy and Forward on No Answer.	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Disable Internal Forward Unconditional	This feature turns off the forwarding of internal calls for the user. It applies to Forward Unconditional only.	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Disable Internal Forward Busy or No Answer	This feature turns off the forwarding of internal calls for the user. It applies to Forward on Busy and Forward on No Answer.	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Display Msg	Allows the sending of special functions to DS port display phone extensions.	✓ The telephone number takes the format N";T" where: • N is the target extension. • T is the text message. Note that the "; before the text and the " after the text are required.	✗	✗	✗	✓ Displ	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Do Not Disturb Exception Add	This feature adds a number to the user's "Do Not Disturb Exception Numbers List". This can be an internal extension number or external ICLID. For further details see **Do Not Disturb (DND)** in the Telephone Features section.	✓ Telephone number or ICLID. Up to 31 characters. For ICLID numbers any prefix added by the IP Office system must also be included.	✓ *10*N#	✓	✓	✓ DNDX+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Do Not Disturb Exception Delete	This feature removes a number from the user's "Do Not Disturb Exception List". For further details see **Do Not Disturb (DND)** in the **Telephone Features** section.	✓ Telephone number or ICLID.	✓ *11*N#	✓	✓	✓ DNDX-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Do Not Disturb On	This feature puts the user into 'Do Not Disturb' mode. When on, all calls, except those from numbers in the user's exception list hear busy tones or are redirected to voicemail if available. For further details see **Do Not Disturb (DND)** in the **Telephone Features** section.	✗	✓ *08	✓	✓	✓ DNDOn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Do Not Disturb Off	Cancels the user's 'do not disturb' mode if set. For further details see **Do Not Disturb (DND)** in the **Telephone Features** section.	✗	✓ *09	✓	✓	✓ DNDOf	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Enable ARS Form	This feature can be used to put an ARS form in service. It can be used with ARS forms that have been put out of service through Manager or the use of a Disable ARS Form short code.	✓ ARS form number.	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Enable Internal Forwards	This feature turns on the forwarding of internal calls for the user. It applies to Forward Unconditional, Forward on Busy and Forward on No Answer.	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Enable Internal Forward Unconditional	This feature turns on the forwarding of internal calls for the user. It applies to Forward Unconditional only.	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Enable Internal Forward Busy or No Answer	This feature turns on the forwarding of internal calls for the user. It applies to Forward on Busy and Forward on No Answer.	✗	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Extn Login	Extn Login allows a user who has been configured with a Login Code (User | Telephony | Supervisor Settings) to take over ownership of any extension. That user's extension number becomes the extension number of the extension while they are logged. When used, the user will be prompted to enter their extension number and then their log in code. Login codes of up to 15 digits are supported with Extn Login buttons. Login codes of up to 31 digits are supported with Extn Login short codes. -When a user logs in, as many of their user settings as possible are applied to the extension. The range of settings applied depends on the phone type and on the system configuration. -By default, on 1400 Series, 1600 Series, 9500 Series and 9600 Series phones, the user's call log and personal directory are accessible while they are logged in. This also applied to M-Series and T-Series telephones. -On other types of phone, those items such as call logs and speed dials are typically stored locally by the phone and will not change when users log in and log out. -If the user logging in was already logged in or associated with another phone, they will be automatically logged out that phone.	✓ Extension Number*Login Code. If just a single number is dialed containing no * separator, the system assumes that the extension number to use is the physical extension's Base Extension number and that the number dialed is the log in code.	✓ *35*N#	✓	✗	✓ Login	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Extn Logout	This feature logs the user off the phone at which they are logged on. For IP Office 4.0 and higher this feature cannot be used by a user who does not have a login code or by the default associated user of an extension unless they are set to forced login.	✗	✓ *36	✓	✗	✓ Logof	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Flash Hook	This feature sends a hook flash signal to the currently connected line if it is an analog line.	✓ Pre-IP Office 4.0 IP Office 4.0+: Optional For IP Office 4.0 and higher, the telephone number field can be used to set the transfer destination number for a **Centrex Transfer**. In this case the use of the short code **Forced Account Code** and **Forced Authorization Code** are not supported and the **Line Group Id** must match the outgoing line to the Centrex service provider.	✗	✗	✗	✓ Flash	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
FNE	This short code feature is used for **Mobile Call Control** and **one-X Mobile Client** support.	✓ This number sets the required FNE function. For a list of supported functions see **one-X Mobile Control**	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓
Follow Me Here	Causes calls to the extension number specified to be redirected to the extension initiating the 'Follow Me Here'. If the redirected call receives a busy tone or is not answered, then the call behaves as though the User's extension had failed to answer. For further details see **Follow Me** in the **Telephone Features** section.	✓ Extension to redirect to the dialing extension.	✓ *12*N#	✗	✗	✓ Here+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Follow Me Here Cancel	Cancels any **Follow Me** set on the specified extension. This action can only be performed at the extension to which the **Follow Me Here** is targetted. For further details see **Follow Me** in the Telephone Features section.	✓ Extension being redirected to the dialing extension.	✓ *13*N#	✗	✗	✓ Here-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Follow Me To	Causes calls to the extension to be redirected to the **Follow Me** destination extension specified. For further details see **Follow Me** in the **Telephone Features** section.	✓ Target extension number or blank (cancel Follow Me To)	✓ *14*N#.	✓	✓	✓ FolTo	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward Hunt Group Calls On	Forward the user's hunt group calls to their forward number when the user has **Forward Unconditional** active. For further details see **Forward Unconditional** in the Telephone Features section. This option is only applied for calls to ***Sequential*** and ***Rotary*** type hunt groups. Calls from other hunt group types are not presented to the user when they have **Forward Unconditional** active. **Note** also that hunt group calls cannot be forwarded to another hunt group.	✗	✓ *50	✓	✓	✓ FwdH+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward Hunt Group Calls Off	This feature cancels the forwarding of the user's hunt group calls. For further details see **Forward Unconditional** in the **Telephone Features** section.	✗	✓ *51	✓	✓	✓ FwdH-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward Number	Sets the number to which the user's calls are redirected. This can be an internal or external number. The number is still subject to the user's call barring settings. For further details see **Forward Unconditional** in the **Telephone Features** section. This feature does not activate forwarding; it only sets the number for the forwarding destination. This number is used for all forward types; **Forward Unconditional**, **Forward on Busy** and **Forward on No Answer**, unless the user has a separate **Forward on Busy Number** set for forward on busy and forward on no answer functions.	✓ Telephone number.	✓ *07*N#	✓	✓	✓ wdNo	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward On Busy Number	Sets the number to which the user's calls are forwarded when **Forward on Busy** or **Forward on No Answer** are on. If no **Forward on Busy Number** is set, those functions use the **Forward Number**. This feature does not activate the forwarding, it only sets the number for the forwarding destination.	✓ Telephone number.	✓ *57*N#	✓	✓	✓ FwBNo	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Forward On Busy On	This feature enables forwarding when the user's extension is busy. It uses the **Forward Number** destination or, if set, the **Forward on Busy Number** destination. If the user has call appearance buttons programmed, the system will not treat them as busy until all the call appearance buttons are in use. For IP Office 3.2 and higher, **Forward Internal** (**User** | **Forwarding**) can also be used to control whether internal calls are forwarded.	✗	✓ *03	✓	✓	✓ FwBOn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward On Busy Off	This feature cancels forwarding when the user's extension is busy.	✗	✓ *04	✓	✓	✓ FwBOf	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward On No Answer On	This feature enables forwarding when the user's extension is not answered within the period defined by their **No Answer Time**. It uses the **Forward Number** destination or, if set, the **Forward on Busy Number** destination. For IP Office 3.2 and higher, **Forward Internal** (**User** | **Forwarding**) can also be used to control whether internal calls are forwarded.	✗	✓ *05	✓	✓	✓ FwNOn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward On No Answer Off	This feature cancels forwarding when the user's extension is not answered.	✗	✓ *06	✓	✓	✓ FwNOf	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward Unconditional On	This feature enables forwarding of all calls, except group calls, to the **Forward Number** set for the user's extension. To also forward hunt group calls, **Forward Hunt Group Calls On** must also be used. For further details see **Forward Unconditional** in the **Telephone Features** section. For IP Office 3.2 and higher, **Forward Internal** (**User** | **Forwarding**) can also be used to control whether internal calls are forwarded.	✗	✓ *01	✓	✓	✓ FwUOn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward Unconditional Off	This feature cancels forwarding of all calls from the user's extension. Note: This does not disable **Forward on No Answer** and or **Forward on Busy** if those functions are also on. For further details see **Forward Unconditional** in the **Telephone Features** section.	✗	✓ *02	✓	✓	✓ FwUOf	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Group Listen Off	Disables the group listen function for the user's extension. See **Group Listen On**.	✗	✗	✗	✗	✓ GrpListen Off	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓
Group Listen On	Using group listen allows callers to be heard through the phone's handsfree speaker but to only hear the phone's handset microphone. When group listen is enabled, it modifies the hands free functionality of the short code user's terminal in the following manner • When the user's phone is placed in handsfree / speaker mode, the speech path from the connected party is broadcast on the phone speaker but the phone's base microphone is disabled. • The connected party can only hear speech delivered directly by the short code users handset microphone. This enables listeners local to the short code user's phone to hear the connected party whilst limiting the connected party to hear only what is communicated via the user's handset. • Group listen is not supported for IP phones or when using a phone's **HEADSET** button. • Currently connected calls are not affected by changes to this setting. If group listen is required it must be selected before the call is connected.	✗	✗	✗	✗	✓ GrpListen On	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓
Headset Toggle	Toggles between the use of a headset and the telephone handset.	✗	✗	✗	✗	✓ HdSet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hold Call	This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold Call feature "holds" the current call to a slot. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.	✓ Exchange hold slot number or blank (slot 0).	✓ *24*N# (A-Law only) (not on IP Office Server Edition)	✗	✗	✓ Hold	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hold CW	This uses the Q.931 Hold facility, and "holds" the incoming call at the ISDN exchange, freeing up the ISDN B channel. The Hold CW feature "holds" the current call to an exchange slot and answers the call waiting. The current call is always automatically placed into slot 0 if it has not been placed in a specified slot. Only available if supported by the ISDN exchange.	✓ Exchange hold slot number or blank (slot 0).	✓ *27*N# (A-Law only) (not on IP Office Server Edition)	✗	✗	✓ HoldCW	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hold Music	This feature allows the user to check the system's music on hold. See Music On Hold for more information.	***Optional.*** IP Office 4.2+ (not Small Office Edition) supports up to 4 hold music sources, numbered 1 to 4. 1 represents the System Source . 2 to 4 represent the Alternate Sources . If no number is specified, the default system source is assumed.	✓ *34N; 4.2+	✗	✗	✓ Music	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hunt Group Disable	This feature disables the user's membership of the specified hunt group. They will no longer receive call to that hunt group until their membership is enabled again. To use this feature, you must already belong to the hunt group. See also **Hunt Group Enable**.	✓ Group number.	✗	✓	✓	✓ HGDis	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hunt Group Enable	This feature enables the user's membership of a hunt group so they can begin to receive calls to the specified hunt group. To use this feature, the user must already belong to the hunt group. This short code can not be used to add someone to a hunt group. This must be done within Manager's Hunt Group form. Previously in IP Office 3.2 the Set Hunt Group Night Service, Set Hunt Group Out of Service and Hunt Group Enable short code features toggled. That behaviour is not supported in 4.0 and higher.	✓ Group number.	✗	✓	✓	✓ HGEna	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Last Number Redial	This feature allows an extension to redial the last number dialed.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
MCID Activate	This feature should only be used in agreement with the ISDN service provider and the appropriate local legal authorities. It allows users with **Can Trace Calls** (**User** | **Telephony** | **Supervisor Settings**) set to trigger a malicious call trace of their previous call at the ISDN exchange. Refer to **Telephone Features Malicious Call Tracing** for further details.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile Twinned Call Pickup	This short code feature allows the user to pickup a call ringing or connected at the destination of their mobile twinning number. This short code can only be used from the primary extension which is being used for the twinning operation. Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Off Hook Station	Enables or disables whether the user's extension acts as a fully hands free unit. Typically this is used when the answering and clearing of calls is done through an application such as Phone Manager. This feature is also configurable via Phone Manager.	✓ "Y" for on or "N" for off.	✗	✓	✓	✓ OHStn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Outgoing Call Bar Off	Allows a user to switch off their outgoing call bar status. The user or the short code must enter the users log in code if set in order to be successful.	✓ The user's log in code.	✗	✗	✗	✗	✗	✗	✓ **Q2 2008 maint. Release**	✓	✓	✓	✓	✓	✓	✓
Outgoing Call Bar On	Allows a user to switch on their outgoing call bar status.	✗	✗	✗	✗	✗	✗	✗	✓ **Q2 2008 maint. Release**	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Park Call	Parks the user's current call into the specified park slot number. The call can then be retrieved by other extensions (refer to the appropriate telephone user guide). While parked the caller hears music on hold if available. **Park Timeout (System | Telephony | Telephony)** controls how long a call will remain parked. When this expires the call will recall to the parking user if they are idle or when they next become idle. The recall call will continue ring and does follow any forwards or go to voicemail. The '**Unpark Call**' feature can be used to retrieve calls from specific park slots. Park Timeout (System | Telephony | Telephony) controls how long a call will remain parked. When this expires the call will recall to the parking user if they are idle or when they next become idle. The recall call will continue ring and does follow any forwards or go to voicemail. Park and unpark features are not currently supported between systems in a multi-site network.	✓ Park slot number. If no park slot number is specified when this short code is used, the system automatically assigns a park slot number based on the extension number of the user parking the call plus one digit 0 to 9. Names can also be used for application park slots.	✓ *37*N#	✓	✓	✓ Park	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Private Call	Short codes using this feature toggle on or off private call status. When on, any subsequent calls cannot be intruded on, bridged into or silently monitored until the user's private call status is switched off. Note that use of private calls is separate from the user's intrusion settings. If a user is set to **Cannot be Intruded**, switching private calls off does not affect that status. To allow private calls to be used to full control the user status, Cannot be Intruded should be disabled for that user. Private call status can also be switched on or off using a short code features **Private Call On** and **Private Call Off** feature or a programmed button set to the Private Call action. Note that a user logging on or off causes privacy to be reset to off.	✓ Optional. Number to dial for private call.	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Private Call Off	Short codes using this feature turn off private call status for the user if set. The short code features Private Call and Private Call On can be used to turn private call on. When on, any subsequent calls cannot be intruded on until the user's private call status is switched off. The exception is Whisper Page which can be used to talk to a user on a private call. Note that use of private calls is separate from the user's intrusion settings. If the user's Cannot be Intruded (User | Telephony | Supervisor Settings) setting is enabled, switching private calls off does not affect that status. To allow private calls to be used to fully control the user status, Cannot be Intruded (User | Telephony | Supervisor Settings) should be disabled for the user.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Private Call On	Short codes using this feature turn on the private call settings for the user regardless. When on, any subsequent calls cannot be intruded on until the user's private call status is switched off. The exception is Whisper Page which can be used to talk to a user on a private call. Note that use of private calls is separate from the user's intrusion settings. If the user's Cannot be Intruded (User | Telephony | Supervisor Settings) setting is enabled, switching private calls off does not affect that status. To allow private calls to be used to fully control the user status, Cannot be Intruded (User | Telephony | Supervisor Settings) should be disabled for the user. Private call status can be switched off using a short code with the Private Call Off feature or a programmed button set to the Private Call action. To enable private call status for a single following call only the Private Call short code feature should be used.	✗	✗	✗	✗	✓ Advanced | Call | Private Call.	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Priority Call	This feature allows the user to call another user even if they are set to 'do not disturb'. Priority calls to a user without **DND** will follow forwarding and follow me settings but will not go to voicemail.	✓ Extension number.	✗	✗	✗	✓ Pcall	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Record Message	This short code feature is used to record hunt group announcements on Embedded Voicemail, see Hunt Group | Announcements. For IP Office Release 5+ it is also used to record mailbox user name prompts for the auto attendant Dial by Name function.	✓ -For a hunt group queue announcement, use the hunt group extension number followed by ".1". -For a hunt group still queue announcement, use the hunt group extension number followed by ".2". -For a mailbox user name prompt, use the user extension number followed by ".3".	✓ *91N; & *92N; (not on IP Office Server Edition)	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Relay On	This feature closes the specified switch in the system's external output (EXT O/P) port. This feature is not supported by Linux based systems. For IP Office Server Edition system, this option is only supported on IP Office Server Edition Expansion System (V2) units. Analog Modem Control On systems with an analog trunk card in the control unit, the first analog trunk can be set to answer V.32 modem calls. This is done by either selecting the Modem Enabled option on the analog line settings or using the default short code *9000* to toggle this service on or off. This short code uses the RelayOn feature with the Telephone Number set to "MAINTENANCE". Note that the short code method is always returned to off following a reboot or if used for accessing the system date and time menu. • IP500 ATM4 Uni Trunk Card Modem Support (Release 7.0 and higher) There is no longer a need to switch the card's modem port on/off. The trunk card's V32 modem function can be accessed simply by routing a modem call to the RAS service's extension number. The modem call does not have to use the first analog trunk, instead the port remains available for voice calls.	✓ Switch number (1 or 2).	✓ *39 (Switch 1) *42 (Switch 2) *9000* (not on IP Office Server Edition)	✓	✓	✓ Rely+	✓	✓	✓	✓	✓	✓	✓	✓	✓
Relay Off	This feature opens the specified switch in the system's external output (EXT O/P) port. This feature is not supported by Linux based systems. For IP Office Server Edition system, this option is only supported on IP Office Server Edition Expansion System (V2) units.	✓ Switch number (1 or 2).	✓ *40 (Switch 1) *43 (Switch 2) (not on IP Office Server Edition)	✓	✓	✓ Rely-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Relay Pulse	This feature closes the specified switch in the system's external output (EXT O/P) port for 5 seconds and then opens the switch. This feature is not supported by Linux based systems. For IP Office Server Edition system, this option is only supported on IP Office Server Edition Expansion System (V2) units.	✓ Switch number (1 or 2).	✓ *41 (Switch 1) *44 (Switch 2) (not on IP Office Server Edition)	✓	✓	✓ Relay	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Resume Call	Resume a call previously suspended to the specified ISDN exchange slot. The suspended call may be resumed from another phone/ISDN Control Unit on the same line.	✓ Exchange suspend slot number.	✓ *23*N# (A-Law only) (not on IP Office Server Edition)	✗	✗	✓ Resum	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Retrieve Call	Retrieves a call previously held to a specific ISDN exchange slot.	✓ Exchange hold slot number.	✓ *25*N# (A-law only) (not on IP Office Server Edition)	✗	✗	✓ Retriv	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Ring Back When Free	This feature sets a ringback on the specified extension. This sets a 'ringback when free' on an extension currently on a call or a 'ringback when next used' for an extension that is free but does not answer. When the target extension is next used or ends its current call, the users is rung and when they answer a call is made to the target extension.	✓ Target extension number.	✗	✗	✗	✓ RBak+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Secondary Dial Tone	Secondary dial tone is a system feature to generate a secondary dial tone after the user has begun dialing an external number. This dial tone is then played until the number dialing and an external trunk seized. For IP Office 4.0 and higher the use of this short code feature has been replaced by the Secondary Dial Tone check box option on ARS forms. For pre-4.0 IP Office systems secondary dial tone is triggered through the use of the secondary dial tone short code feature.	✓ Digit which triggers secondary dial tone.	✓ (9) U-Law only	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
Set Absent Text	This feature can be used to select the user's current absence text. This text is then displayed to internal callers who have suitable display phones or IP Office applications. It doesn't changes the users status. The text is displayed to callers even if the user has forwarded their calls or is using follow me. Absence text is supported across a Small Community Network (SCN). The absence text message is limited to 128 characters. Note however that most amount displayed will depend on the caller's device or application.	✓ The telephone number should take the format "***y,n,text***" where: • ***y*** = 0 or 1 to turn this feature on or off. • ***n*** = the number of the absent statement to use, see the list below: • 0 = None. • 1 = On vacation until. • 2 = Will be back. • 3 = At lunch until. • 4 = Meeting until. • 5 = Please call. • 6 = Dont disturb until. • 7 = With visitors until. • 8 = With cust. til. • 9 = Back soon. • 10 = Back tomorrow. • 11 = Custom. • text = any text to follow the absent statement.	✗	✓	✗	✓ Absnt	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Account Code	This short code feature is used to allow system users to enter a valid account code prior to making a phone call. This short code feature is essential for allowing analog phone users to enter account codes. Once this short code is set up, any account code can be used in conjunction with it.	✓ A valid account code.		✓	✓	✓ Acct.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Authorization Code	This short code feature is only available on systems configured to use authorization codes. See **Authorization Codes**. The feature is used to allow a user to enter a valid authorization code prior to making a phone call. This short code feature is essential for allowing analog phone users to enter authorization codes. Note that the authorization code must be associated with the user or the user rights to which the user belongs.	✓ A valid authorization code.	✗	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Hunt Group Night Service	This feature puts the specified hunt group into 'Night Service' mode. Previously in IP Office 3.2 the Set Hunt Group Night Service, Set Hunt Group Out of Service and Hunt Group Enable short code features toggled. That behaviour is not supported in 4.0 and higher.	✓ Hunt group extension number.	✓ *20*N#	✗	✗	✓ HGNS+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Hunt Group Out Of Service	This feature manually puts the specified hunt group into **'Out of Service'** mode. If a time profile has also been defined to control hunt group night service, the action may vary: • **Pre-4.0 IP Office** Set Hunt Group Out of Service cannot be used to override a hunt group put into night service by a time profile. • **4.0 IP Office and Higher** This option can be used to override a time profile and change a hunt group from night service to out of service. Previously in IP Office 3.2 the Set Hunt Group Night Service, Set Hunt Group Out of Service and Hunt Group Enable short code features toggled. That behaviour is not supported in 4.0 and higher.	✓ Hunt group extension number. For IP Office 4.0+, if left blank, the short code will affect all hunt groups of which the user is a member.	✗	✗	✗	✓ HGOS+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Inside Call Seq	This feature allows the user to select the ringing used on their extension for internal calls. The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ring used by DS port phones is fixed by the phone type.	✓ Number corresponding to the desired ring pattern. See Ring Tones.	✗	✗	✗	✓ ICSeq	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Mobile Twinning Number	This short code feature can be used to set a mobile twinning number. The destination can be any external number the user is able to dial normally. It should include any prefix if necessary. Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.	✓ Twinning destination.	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Mobile Twinning On	This short code feature turns on the user's mobile twinning. It requires a mobile twinning number to have been set for the user. That can be done through using the **Set Mobile Twinning Number** short code feature or through the **User	Twinning** tab within Manager. Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Mobile Twinning Off	This short code feature turns off the user's mobile twinning. Note that the use of mobile twinning requires entry of a Mobile Twinning license and may be subject to a time profile.	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set No Answer Time	This short code feature allows the user to change their **No Answer Time** (**User | Telephony | Call Settings**)	✓ Time in seconds.	✗	✗	✗	✓ NATim	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Outside Call Seq	This feature allows the user to select the ringing used on their extension for external calls. The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ring used by DS port phones is fixed by the phone type.	✓ Number corresponding to the desired ring pattern. See Ring Tones.	✗	✗	✗	✓ OCSeq	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Set Ringback Seq	This feature allows the user to select the ringing used on their extension for ringback calls. The number entered corresponds to the ring pattern required. This is 0 for Default Ring, 1 for RingNormal, 2 for RingType1, etc. For more information on selectable ringing patterns, see Ring Tones. Use of this short code function is applicable to analog phone users only. The distinctive ring used by DS port phones is fixed by the phone type.	✓ Number corresponding to the desired ring pattern. See Ring Tones.	✗	✗	✗	✓ RBSeq	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Set Wrap Up Time	Allows users to change their Wrap-up Time (User | Telephony | Call Settings) setting, which specifies the amount of time, after disconnecting from a call, before the user can take another call. • Other phones or applications monitoring the user's status will indicate the user as still being busy (on a call). • Hunt group calls will not be presented to the user. • If the user is using a single line set, direct calls also receive busy treatment. If the user is using a mutli-line set (multiple call appearances), direct calls to them will ring as normal. • It is recommended that this option is not set to less than the default of 2 seconds. 0 is used to allow immediate ringing. • For users set as an CCR Agent, the After Call Work Time (User | Telephony | Supervisor Settings) setting should be used.	✓ Time in seconds.	✗	✗	✗	✓ WUTim	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Speed Dial	Each system directory and personal directory number stored in the configuration can be optionally assigned an index number. That index number can then be used by M-Series and T-Series phone users to dial the directory number. This short code feature allows the creation of short codes to perform the same function. However, the short code is diallable from any type of telephone extension on the system. For example: -If Feature 0 is followed by a 3-digit index number in the range 000 to 999, the system directory record with the matching index is dialed. -If Feature 0 is followed by * and a 2-digit index number in the range 00 to 99, the personal directory record with the matching index is dialed. Alternatively Feature 0 can be followed by 00# to 99#.	✓ System directory entry index number (000 to 999) or personal directory entry index number (00 to 99).	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓
Shutdown Embedded Voicemail	Allows the Embedded Voicemail service provided by an Avaya Memory card on IP406 V2, IP500 and IP500 V2 control unit to be shut down. To restart the service, a Startup Embedded Voicemail short code should be used. The short code has the following effects: 1. Immediately disconnect all current users within embedded voicemail. This is not a polite shutdown. 2. Mark the embedded voicemail as inactive so that it will not receive any new calls.	✗	✗	✗	✗	✗	✗	✓ **Q2 2007 Maint. Release**	✓	✓	✓	✓	✓	✓	✓	✓
Startup Embedded Voicemail	Restarts the Embedded Voicemail service provided by an Avaya Memory card on IP406 V2, IP500 and IP500 V2 control unit.	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓
Stamp Log	The stamp log function is used to insert a line into any System Monitor trace that is running. The line in the trace indicates the date, time, user name and extension plus additional information. The line is prefixed with LSTMP: Log Stamped and a log stamp number. When invoked from a Avaya phone with a display, Log Stamped# is also briefly displayed on the phone. This allows users to indicate when they have experienced a particular problem that the system maintainer want them to report and allows the maintainer to more easily locate the relevant section in the monitor trace. The log stamp number is set to 000 when the system is restarted. The number is then incremented after each time the function is used in a cycle between 000 and 999. Alternately if required, a specific stamp number can be assigned to the button or short code being used for the feature.	✓ Optional. If not set, a number in the sequence 000 to 999 is automatically used. If set, the number set is used.	✓ *55	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓
Suspend Call	This feature uses the Q.931 Suspend facility. It suspends the incoming call at the ISDN exchange, freeing up the ISDN B channel. The call is placed in exchange slot 0 if a slot number is not specified.	✓ Exchange slot number or blank (slot 0).	✓ *22*N# A-Law only (not on IP Office Server Edition)	✗	✗	✓ Suspe	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Suspend CW	This feature uses the Q.931 Suspend facility. Suspends the incoming call at the ISDN exchange and answer the call waiting. The call is placed in exchange slot 0 if a slot number is not specified. Only available when supported by the ISDN exchange.	✓ Exchange slot number or blank (slot 0).	✓ *28*N# A-Law only (not on IP Office Server Edition)	✗	✗	✓ SusCW	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Start After Call Work	This feature can be users who have been configured as CCR agents. It allows them to dial a short code to enter the After Call Work (ACW) state as reported by the IP Office Customer Call Reporter (CCR) application.	✗	✗	✗	✗	✓ acw	✗	✗	✗	✓ **4Q 2008 Maint. Release**	✓	✓	✓	✓	✓	✓
Toggle Calls	This feature cycles through each call that the user has on hold on the IP Office system. This feature is useful when a user with a single-line telephone has several calls on hold and needs to respond to each one in turn.	✗	✓ *29	✗	✗	✓ Toggl	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Unpark Call	Retrieve a parked call from a specified system park slot. In pre-3.2 IP Office this feature was call **Ride Call**.	✓ System park slot number.	✓ *38*N#	✓	✓	✓ Ride	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voicemail Collect	This feature connects to the voicemail system. Normally the telephone number field is used to indicate the name of the mailbox to be accessed, for example "?Extn201" or "#Extn201". • ? indicates 'collect messages'. • # indicates 'leave a message'. It also instructs the voicemail server to give a brief period of ringing before connecting the caller. This is useful if the short code is used for functions like call transfers as otherwise the voicemail server can start playing prompts before the transfer is completed. However, the # can be omitted for immediate connection if required. • " " quotation marks must be used to enclose any information that needs to be sent to the voicemail server as is. Any text not enclosed by quote marks is checked by the telephone system for short code character matches which will be replaced before being sent to the voicemail server. • Release 4.1+: Manager will automatically add quotation marks to the Telephone Number field if there are no manually added quotation marks. Care should be taken to ensure that special characters that you want replaced by the telephone system, such as U, N or X, are not enclosed by the quotation marks. For scenarios where the telephone number only contains short code characters, an empty pair of quotation marks, for example ""N. • When using Voicemail Pro, names of specific call flow start points can directly access those start points via a short code. In these cases, ? is not used and # is only used if ringing is required before the start point's call flow begins. • Short codes using the Voicemail Collect feature, with either "Short Codes.name" and "#Short Codes.name" records in the Telephone Number field are automatically converted to the Voicemail Node feature and name.	✓ See column to left.	✓ *17	✓	✓	✓ VMCol	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voicemail Node	Similar to Voicemail Collect but used for calls being directed to a Voicemail Pro Short Codes start point. If ringing is required before the start point call flow begins then a **#** should be included before the name. Useful if you have set up a short code start point with Voicemail Pro and want to give direct internal access to it.	✓ Voicemail Pro Short Code start point name without quotation marks.	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Feature	Description	Telephone Number	Default Short Code	Phone Manager	Soft-Console Control	Program Button	IP Office Release									
							2.1	4.0	4.1	4.2	5	6.0	6.1	7.0	8.0	8.1
Voicemail On	This feature enables the user's voicemail mailbox to answer calls which ring unanswered or arrive when the user is busy. It does not disable the voicemail mailbox being used as the target for other functions such as call recording or messages forwarded from other mailboxes. For IP Office 3.2, the Voicemail On and Voicemail Ringback On short code features toggled. For IP Office 4.0 and higher, they no longer toggle.	✗	✓ *18	✓	✓	✓ VMOn	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voicemail Off	This feature disables the user's voicemail box from answering calls. Note that this does not stop messages being forwarded to the mailbox from other mailboxes.	✗	✓ *19	✓	✓	✓ VMOff	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voicemail Ringback On	This feature enables voicemail ringback to the user's extension. Voicemail ringback is used to call the user when they have new voicemail messages. The ringback takes place each time the extension is used. This feature is useful for users who do not have voicemail light/button indicators on their telephone. If the user has been configured to receive message waiting indication for any hunt groups, a separate voicemail ringback will occur for each such group and for the users own mailbox. For IP Office 3.2, the Voicemail On and Voicemail Ringback On short code features toggled. For IP Office 4.0 and higher, they no longer toggle.	✗	✓ *48	✓	✗	✓ VMRB+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Voicemail Ringback Off	This feature disables voicemail ringback to the user's extension. This feature is also available on Phone Manager.	✗	✓ *49	✓	✗	✓ VMRB-	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Whisper Page	This feature allows you to intrude on another user and be heard by them without being able to hear the user's existing call which is not interrupted. For example: User A is on a call with user B. When user C intrudes on user A, they can be heard by user A but not by user B who can still hear user A. Whisper page can be used to talk to a user who has enabled private call. - The ability to intrude and be intruded is controlled by two configuration settings, the Can Intrude (User | Telephony | Supervisor Settings) setting of the user intruding and the Cannot Be Intruded (User | Telephony | Supervisor Settings) setting of target being intruded on. The setting of any other internal party is ignored. By default, no users can intrude and all users are set to cannot be intruded.	✓ Target extension number.	✗	✗	✗	✓ Whisp	✗	✗	✗	✗	✗	✗	✗	✗	✓	✓

Short Code Parameters -
Understanding Short Codes

The IP Office uses short codes to match the number dialed to an action. The number dialed or part of the number dialed can be used as parameter for the feature.

WARNING
User dialing of emergency numbers must not be blocked by the addition of short codes. If short codes are added, the users ability to dial emergency numbers must be tested and maintained.

Examples
The method of detailing a short codes settings lists the short code fields separated by a /.

- ***17/?U/VoicemailCollect**
  A user dialing *17 is connected to voicemail.
- ***14*N#/N/FollowMeTo**
  If a user dials *14*210# at their own extension, their calls are redirected to extension 210.

Dialing Short Codes
Post-Dialing Short Codes
Incoming Number Short Codes

How IP Office Interprets Dialed Short Codes
User Dialing
Application Dialing
Secondary Dial Tone
? Short Codes

Short Code Fields and Characters

Each short code, regardless of its type, has the following fields:

- **Short Code:** Default =Blank, Range = Up to 31 characters.
  The digits which if matched trigger use of the short code. Characters can also be used to create short codes which cannot be dialed from a phone but can be dialed from application speed dials. However some characters have special meaning, see the table below.
- **Telephone Number:** Default = Blank, Range = Up to 32 characters.
  The number output by the short code. When necessary, this is used as parameter for the selected short code Feature. See the table below for the special characters that can be used here.
- **Line Group ID:** Default = 0
  This field is used for short codes that result in a number to be dialed. It acts as a drop-down from which either an outgoing line group or, for IP Office 4.0+, an ARS form can be selected.
- **Feature:** Default = Dial
  This sets the action performed by the short code when used. See Short Code Features.
- **Locale:** Default = Blank
  Features that transfer the caller to Voicemail Lite or Voicemail Pro can indicate the language locale required for prompts. This is subject to the language being supported and installed on the voicemail server.
- **Force Account Code:** Default = Off
  When selected, for short codes that result in the dialing of a number, the user is prompted to enter a valid account code before the call is allowed to continue.

Short Code Field Characters
Telephone Number Field Characters

Character	Meaning
A	**Allow Outgoing CLI** Allow the calling party number sent with the call to be used. This character may be required by service providers in some locales.
C	**Use Called Number Field** Place any following digits in the outgoing call's Called number field rather than the Keypad field.
D	**Wait for Connect** Wait for a connect message before sending any following digits as DTMF.
E	**Extension Number** Replace with the extension number of the dialing user. Note that if a call is forwarded this will be the replaced with the extension number of the forwarding user.
h	**Hold Music Source** (IP Office 6.1+) When used as part of the short code telephone number field, this character allows the source for music on hold to be selected. Enter h(X) where X is 1 to 4 indicating the required hold music source if available. This overrides any previous hold music selection that may have been applied to the call. When used with ParkCall shortcodes, the h(X) should be entered before the park slot number part of the telephone number.
I	**Use Information Packet** Send data in an Information Packet rather than Set-up Packet.
K	**Use Keypad Field** Place any following digits in the outgoing call's Keypad field rather than the Called Number field. Only supported on
l	**Last Number Dialed** (lower case L) Use the last number dialed.
L	**Last Number Received** Use the last number received.
N	**Dialed Digit Wildcard Match** Substitute with the digits used for the **N** or **X** character match in the Short Code number field.
p	**Priority** (IP Office 4.2+) The priority of a call is normally assigned by the Incoming Call Route or else is 1-Low for all other calls. Dial Extn short codes can use p(x) as a suffix to the Telephone Number to change the priority of a call. Allowable values for x are 1, 2 or 3 for low, medium or high priority respectively.
	In situations where calls are queued, high priority calls are placed before calls of a lower priority. This has a number of effects: • Mixing calls of different priority is not recommended for destinations where Voicemail Pro is being used to provided queue ETA and queue position messages to callers since those values will no longer be accurate when a higher priority call is placed into the queue. Note also that Voicemail Pro will not allow a value already announced to an existing caller to increase. • If the addition of a higher priority call causes the queue length to exceed the hunt group's Queue Length Limit, the limit is temporarily raised by 1. This means that calls already queued are not rerouted by the addition of a higher priority call into the queue.

S	**Calling Number** Place any following digits into the outgoing call's calling number field. Using S does not alter any allow or withhold CLI setting associated with the call, the short code characters **A** or **W** should be used respectively.
	• Outgoing CLI Warning Changing the outgoing CLI for calls requires the line provider to support that function. You must consult with your line provider before attempting to change the outgoing CLI, failure to do so may result in loss of service. If changing the outgoing CLI is allowed, most line providers required that the outgoing CLI used matches a number valid for return calls on the same trunks. Use of any other number may cause calls to be dropped or the outgoing CLI to be replaced with a valid number. • Changing the outgoing CLI on calls using SIP trunks is not supported. • On mobile twinned calls, if the original party information is used or a specific calling party information CLI is set, that number overrides setting the outgoing CLI using short codes.
SS	**Pass through the Calling Party Number.** For example, to provide the incoming ICLID at the far end of a VoIP connection, a short code ? with telephone number **.SS** should be added to the IP line.
i	**National** Both the **S** and **SS** characters can be followed by an **i**, that is **Si** and **SSi**. Doing this sets the calling party number plan to ISDN and number type to National. This may be required for some network providers.
t	**Allowed Call Duration** Set the maximum duration in minutes for a call plus or minus a minute. Follow the character with the number of minutes in brackets, for example **t(5)**.
U	**User Name** Replace with the User Name of the user dialing. Used with voicemail.
W	**Withold Outgoing CLI** Withhold the sending of calling ID number. Operation is service provider dependent.
Y	**Wait for Call Progress Message** Wait for a Call Progress or Call Proceeding message before sending any following digits as DTMF. For example, the Y character would be necessary at a site where they have signed up with their telephone service provider to withhold international dialing until a DTMF pin/account number is entered that initiates the call progress/proceeding message.
Z	**Calling Party Name** (IP Office Release 6.0+) This option can be used with trunks that support the sending of name information. The Z character should be followed by the name enclosed in " " quotation marks. Note that their may be name length restrictions that vary between line providers. The changing of name information on calls being forwarded or twinned may also not be supported by the line provider. This option is available when the Switch Type in the PRI line setup is set to DMS100.
@	**Use Sub Address Field** Enter any following digits into the sub-address field.
.	**Dialed Digits** Replace with the full set of dialed digits that triggered the short code match.
,	**One Second Pause** Add a one second pause in DTMF dialing.
" "	**Non Short Code Characters** Use to enclose any characters that should not be interpreted as possible special characters by the IP Office. For example characters being passed to the voicemail server.

Short Code Matching Examples
Scenario 1 THROUGH 7
Sample Short Codes
Analog and/or T1 Lines
Blocking Caller ID
Busy on Held feature (via Manager):
Call Listen feature (via Manager):
Call Record feature (via Manager).
Default Call Steal/Acquire Call short codes
Cancel Ring Back When Free feature (via Manager):
Dial CW feature (via Manager).
Hot-Line Dialing feature (Dial on Pick up).
Retrieve Messages from Specific Mailbox
Record Message to Specific Mailbox
Individual Hot Desking
Internal Extension Speed Dial (Defining the Operator Extension)
Switch Call Waiting On
User Selected Internal Ringing Type
User Set Allocated Answer Interval
User Set Wrap Up Time
Switch Auto-Answer On
Cancel Ring Back When Free
Set Absent Text Short Code Feature
Dial Emergency
Maximum Call Length
Log In and Log Off
Break Out
Change Login Code
Direct to voicemail Essential or Preferred
Directing Incoming Calls to Voicemail Pro

Code	Telephone Number	Feature	Essential Preferred Advanced Edition A-Law	Essential Preferred Advanced Edition U-Law	Server Edition A-Law	Server Edition U-Law
*00	Blank	Cancel All Forwarding	✓	✓	✓	✓
*01	Blank	Forward Unconditional On	✓	✓	✓	✓
*02	Blank	Forward Unconditional Off	✓	✓	✓	✓
*03	Blank	Forward On Busy On	✓	✓	✓	✓
*04	Blank	Forward On Busy Off	✓	✓	✓	✓
*05	Blank	Forward On No Answer On	✓	✓	✓	✓
*06	Blank	Forward On No Answer Off	✓	✓	✓	✓
*07*N#	N	Forward Number	✓	✓	✓	✓
*08	Blank	Do Not Disturb On	✓	✓	✓	✓
*09	Blank	Do Not Disturb Off	✓	✓	✓	✓
*10*N#	N	Do Not Disturb Exception Add	✓	✓	✓	✓
*11*N#	N	Do Not Disturb Exception Del	✓	✓	✓	✓
*12*N#	N	Follow Me Here	✓	✓	✓	✓
*13*N#	N	Follow Me Here Cancel	✓	✓	✓	✓
*14*N#	N	Follow Me To	✓	✓	✓	✓
*15	Blank	Call Waiting On	✓	✓	✗	✗
*16	Blank	Call Waiting Off	✓	✓	✗	✗
*17	?U	Voicemail Collect	✓	✓	✓	✓
*18	Blank	Voicemail On	✓	✓	✓	✓
*19	Blank	Voicemail Off	✓	✓	✓	✓
*20*N#	N	Set Hunt Group Night Service	✓	✓	✓	✓
*21*N#	N	Clear Hunt Group Night Service	✓	✓	✓	✓
*22*N#	N	Suspend Call	✓	✗	✗	✗
*23*N#	N	Resume Call	✓	✗	✗	✗
*24*N#	N	Hold Call	✓	✗	✗	✗
*25*N#	N	Retrieve Call	✓	✗	✗	✗
*26		Clear CW	✓	✗	✗	✗
*27*N#	N	Hold CW	✓	✗	✗	✗
*28*N#	N	Suspend CW	✓	✗	✗	✗
*29	Blank	Toggle Calls	✓	✓	✓	✓
*30	Blank	Call Pickup Any	✓	✓	✓	✓
*31	Blank	Call Pickup Group	✓	✓	✓	✓
*32*N#	N	Call Pickup Extn	✓	✓	✓	✓
*33*N#	N	Call Queue	✓	✓	✓	✓
*34N;	Blank	Hold Music	✓	✓	✓	✓
*35*N#	N	Extn Login	✓	✓	✓	✓
*36	Blank	Extn Logout	✓	✓	✓	✓
*37*N#	N	Park Call	✓	✓	✓	✓
*38*N#	N	Unpark Call	✓	✓	✓	✓
*39	1	Relay On	✓	✓	✗	✗
*40	1	Relay Off	✓	✓	✗	✗
*41	1	Relay Pulse	✓	✓	✗	✗
*42	2	Relay On	✓	✓	✗	✗
*43	2	Relay Off	✓	✓	✗	✗
*44	2	Relay Pulse	✓	✓	✗	✗
*45*N#	N	Acquire Call	✓	✓	✓	✓
*46	Blank	Acquire Call	✓	✓	✓	✓
*47	Blank	Conference Add	✓	✓	✓	✓
*48	Blank	Voicemail Ringback On	✓	✓	✓	✓
*49	Blank	Voicemail Ringback Off	✓	✓	✓	✓
*50	Blank	Forward Huntgroup On	✓	✓	✓	✓
*51	Blank	Forward Huntgroup Off	✓	✓	✓	✓
*52	Blank	Cancel or Deny	✓	✓	✓	✓
*53*N#	N	Call Pickup Members	✓	✓	✓	✓

*55	N	Stamp Log	✓	✓	✓	✓
*57*N#	N	Forward On Busy Number	✓	✓	✓	✓
*66*N#	N	Conference Meet Me	✗	✗	✓	✓
*70	Blank	Call Waiting Suspend	✓	✗	✓	✗
*70*N#	N	Dial Physical Extn By Number	✗	✓	✗	✓
*71*N#	N	Dial Physical Extn By ID	✗	✓	✗	✓
9000	"MAINTENANCE"	Relay On	✓	✓	✗	✗
*91N;	N".1"	Record Message	✓	✓	✗	✗
*92N;	N".2"	Record Message	✓	✓	✗	✗
9N	N	Dial	✗	✓	✗	✓
?	.	Dial	✓	✗	✓	✗

For U-Law systems, a 9N is a default short code on the IP Office Server Edition Primary Server while a ? short code is a default on all other servers.

Additional short codes of the form *DSSN, *SDN, *SKN, these are used by the system for internal functions and should not be removed or altered. Short codes *#N and **N may also visible, these are used for ISDN functions in Scandinavian locales.

For IP Office 4.2+, the default *34 short code for music on hold has changed to *34N;.

Default auto attendant short codes of the form *81XX, *82XX, *83XX and *84XX are only

added when an Embedded Voicemail auto attendant is added to the IP Office's configuration.

TAPI Functions Supported on IP Office

TAPI Functions Supported on IP Office

TAPI Link Lite provides the following functionality for TAPI 2.1	
• lineAddToConference	• lineNegotiateTAPIVersion
• lineAnswer	• lineOpen
• lineBlindtransfer	• linePark
• lineCompleteTransfer	• lineRedirect
• lineConfigDialog	• lineRemoveFromConference
• lineClose	• lineSetAppPriority
• lineDeallocateCall	• lineSetAppSpecific
• lineDial	• lineSetCallPrivilege
• lineDrop	• lineSetStatusMessages
• lineGetAddressCaps	• lineSetupTransfer
• lineGetAddressID	• lineShutdown
• lineGetAddressStatus	• lineSwapHold
• lineGetAppPriority	• lineUnhold
• lineGetCallInfo	• lineUnpark
• lineGetCallStatus	• lineSetCallData
• lineGetDevCaps	• lineDevSpecific
• lineGetID	• lineGenerateDigits
• lineGetLineDevStatus	• lineGenerateTone
• lineHold	• lineMonitorDigits
• lineInitialiseEx	• lineMonitorTones
• lineMakeCall	

TAPI 3.0 functions supported

The following functions are supported using TAPI 3.0:	
ITTAPI	**ITAddress**
Initialize	Get_AddressName
Shutdown	Get_dialableAddress
EnumerateAddresses	get_ServiceProviderName
RegisterCallNotifications	CreateCall
Put_EventFilter	
ITMediaSupport	
get_MediaTypes	
ITCallInfo	**ITBasicCallControl**
get_Address	Connect
get_CallState	Answer
get_CallInfoString	Disconnect
SetCallInfoBuffer	Hold
	SwapHold
	ParkDirect
	Unpark
	BlindTransfer
	Transfer
ITCallStateEvent	**ITCallNotificationEvent**
get_Cause	get_Call
get_State	
get_Call	
ITCallInfoChangeEvent	**ITCallHubEvent**
get_Call	get_Event
	get_Call

Notes:
TAPI Link Lite can be used from C, C++ and Delphi. Visual Basic cannot directly use TAPI 2.1, but does support TAPI 3.0 without any third-party tools.

TAPI Link Lite is provides detailed information on telephony events, including the ability to screen-pop based on CLI and/or DDI.

Device-Specific Data

The following table shows the device specific data available via TAPI.

• Phone's extension number • Forward on busy flag • Forward on no answer flag • Forward unconditional flag • Forward hunt group flag • Do not disturb flag • Outgoing call bar flag • Call waiting on flag • Voicemail on flag • Voicemail ring-back flag • Number of voicemail messages • Number of unread voicemail • Outside call sequence number • Inside call sequence number • Ring back sequence number • No answer timeout period • No answer timeout period • Wrap up time period • Can intrude flag • Cannot be intruded upon flag • X directory flag	• Force login flag • Login code flag • System phone flag • Absent message id • Absent message set flag • Voicemail email mode • User's extension number • Users Locale • Forward number • Follow me number • Absent text • Do not disturb exception list • Forward on busy number • User's priority • Number of groups the user is a member of • Number of groups that the user is a member of that are currently outside their time profile • Number of groups the user is currently disabled from • Number of groups that the user is a member of that are currently out of service • Number of groups that the user is a member of that are currently on night service

DevLink Fields

The following table shows the device specific data available via DevLink.

#	Field Data (S Message)	#	Field Data (S Message)
1	A call id	26	Voicemail disallow
2	B call id	27	Sending complete
3	A state	28	Bc.tc,bc.tm
4	B state	29	Owner hunt group name
5	A connected	30	Original hunt group name
6	A is music	31	Original user name
7	B connected	32	Target hunt group name
8	B is music	33	Target user name
9	A name	34	Target RAS name
10	B name	35	Is internal call
11	B list (possible targets for the call)	36	Time stamp
12	A slot ,channel	37	Connected time
13	B slot , channel	38	Ring time
14	Called party presentation & type	39	Connected duration
15	Called party number	40	Ring duration
16	Calling party presentation & type	41	Locale
17	Calling party number	42	Park slot number
18	Called sub address	43	Call waiting
19	Calling sub address	44	Tag
20	Dialled party type	45	Transferring
21	Dialled party number	46	Sv active
22	Keypad type	47	Sv quota used
23	Keypad number	48	Sv quota time
24	Ring attempt count	49	Account code
25	Cause	50	Unique call identifier
#	**Field Data (D Message)**	**#**	**Field Data (A Message)**
1	A call id	1	A call id
2	B call id	2	B call id
3	Unique call identifier	3	Unique call identifier

IP Office Power Demo Kits

There are changes to the Power Demo Kits, as well as the introduction of a laptop based demo capability, called Anywhere Demo, with the General Availability of IP Office Release 8.1.

Existing Power Demo Kits maybe be upgraded to IP Office Release 8.1 by completing Appendix B of this Product Update. As in the past, Appendix B licenses are provided free of charge.

IP Office 500 Power Demo

Hardware

The IP Office 500 Power Demo is designed to deliver complete demonstration capability through one orderable code. The following components are included:

- IP Office 500 version 2 (IP500v2) Chassis
- Combination Card with Analog Daughter Card
- Combination Card with BRI Daughter Card (International Kits only)
- LAN Cable
- 1416 Digital Telephone Set
- 9508 Digital Telephone Set
- 9621G IP Telephone Set
- Button Module 12 for 9508
- Button Module DBM32 for 1400 Series Sets
- Power Supply for 9621G IP Set
- System Secure Digital (SD) Card (MuLAW or ALAW)
- US Power cords (NA Kit only)
- European and UK Power cord (International Kit only)

Application Software

The following applications are included, an overview of these can be found in the IP Office Product Description located on the IP Office Knowledge Base.

(http://marketingtools.avaya.com/knowledgebase)

- IPO R8+ ESSNTL EDITION+ LIC
- IPO LIC PREFRD (VM PRO) RFA LIC:DS
- IPO LIC R6+ ADV EDITION
- IPO LIC R6+ PWR USER 5
- IPO LIC R6+ MOBILE WORKER 5
- IPO LIC R6+ TELEWORKER 5
- IPO LIC R6+ OFF WORKER 5
- IPO LIC RECEPTIONIST RFA 1 LIC:DS
- IPO LIC CUSTMR SVC AGT RFA 5 LIC:CU
- IPO LIC R6+ AV IP ENDPOINT 5
- IPO LIC IP500 VCE NTWKG ADD 4 LIC:CU
- IPO LIC SIP TRNK RFA 5
- IPO LIC IPSEC VPN RFA LIC:DS
- IPO LIC AVAYA TTS RFA 1 LIC:CU (enables 1 TTS port)
- IPO LIC NTWKD MSGING RFA LIC:DS
- IPO LIC ACM CENTRAL VM LIC:DS
- IPO LIC CTI RFA LIC:DS
- IPO LIC TAPI WAV RFA 4 LIC:CU
- IPO R8+ TTS PRO RFA LIC :DS

Optional HD Video Demonstration Equipment

Avaya is making its 1010 and 1040 HD video solutions available to Business Partners in order to demonstrate the full capability of IP Office.

These units will be offered with a further discount of 15% off list price. They are for demo purposes only and cannot be supplied or sold to an end user.

To order Avaya HD video equipment, submit an SBR requesting a further 15% discount to the deals desk and be sure to mark it up "Required for IP Office Demonstration Purposes" The following items are subject to 15% discount, and include the camera, microphone and speakers

Avaya 1040

700500327	1040 VIDEO NO CHIN JPN RUS
700500315	1040 VIDEO SYS AUSTRALIA
700500328	1040 VIDEO SYS CHINA
700500329	1040 VIDEO SYS JAPAN
700500332	1040 VIDEO SYS RUSSIA

Avaya 1010

700500359	1010 VIDEO NO CHIN JPN RUS
700500361	1010 VIDEO SYS CHINA
700500363	1010 VIDEO SYS JAPAN
700500365	1010 VIDEO SYS RUSSIA

Avaya Conference Phone

700500333	VIDEO CONF PHONE 1000 NO CHINA
700500335	VIDEO CONF PHONE 1000 CHINA

Please note: Other devices that have been successfully tested with IP Office include Polycom VVX 1500 and Grandstream GXVP 3140. The Video Softphone included in the teleworker and power user solutions also interwork with the Avaya 1010 and 1040 conference units. With these combinations, video capabilities can be set-up at your office/demo locations as well as taking the video Softphone and video phones to a customer location. Please check your region for availability and ordering codes.

Optional Unified Communications Module (UCM) Hardware

The UCM is an IP500 processor module supported by IP500 V2 systems running IP Office Release 8.0 1Q Service Park or higher software. The module is an integrated processor, enabling various Linux based IP Office applications to run within the IP500 V2 control unit rather than requiring a separate PC.

To order a UCM for Demo Purposes only, please submit and Special Bid Request for 30% through your normal channels, for part # 700501442, IPO R8.0+ C110 UC MOD and label "DEMO PURPOSES" in the comments section of the request.

IP Office Anywhere Demo

IP Office Anywhere Demo is a fully functional IP Office that runs on your laptop. It is configured for 4 users and includes one-X Portal, Voicemail Pro, and Power User. It is available as free download from:

https://avaya.my.salesforce.com/apex/sp_GeneralDetailHome?Id=a3j30000000L3vcAAC

Please use your SSO login and password.

96x1 IP Phone Demo Equipment

A new 'phone demo kit' is available consisting of all Avaya IP Phones. It is primarily designed to work in conjunction with the new IP Office Anywhere Demo as it contains a PoE switch to connect the laptop and power the Phones. It can optionally be ordered to support the Power Demo.

IP Telephony 9608
IP Telephony 9611
IP Telephony 9641
ERS 3500GT POE SWITCH

Note 1: This bundle does not include the power cord for the POE switch. Please remember to order the required power cord for your region

DVD for Anywhere Demo

As an alternative to downloading from the following site, the Anywhere Demo software can be ordered on DVD. This will be available about four weeks after GA of the Anywhere Demo software.

The software and install instructions can be downloaded from the following site:

https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?Id=a3j30000000LEBuAAO

Please use your SSO login and password.

Availability and Pricing

The IP Office Demo kits are attractively priced to support demonstration kit usage only. The value of the parts within the kits exceeds that of the items when purchased individually (in many cases nearly ten-fold). The number of kits purchased per Avaya Partner will be limited to the following:

- One (1) IP Office 500v2 Power Demo Kit per Partner location.
- One(1) UCM per Partner Location
- Four (4) Server Edition licenses PER Partner Location [Maximum 3 locations]
- One (1) IP Office 96x1Phone Demo Kit per Partner location.

For pricing, contact your Distributor.

Avaya Global Services does not provide installation or maintenance coverage on demonstration equipment.

IP Office Power Demo Breakdown

<---- IP Office 500v2 Power Demo Material Code and Description

Material Code	Description	Availabilty
700504403	IP500 DEMO KIT R8+ US	North America
700504404	IP500 DEMO KIT R8+ INTL	APAC, EMEA, UK

Material Code	Description	Kit
700476005	IPO IP500V2 CONTROL UNIT	Both
700476013	IPO IP500V2 COMBINATION CARD ATM	Both
700476021	IPO IP500 V2 COMB CARD BRI	International
700213481	IPO LAN RJ45/RJ45 3M GRY	Both
700469869	1416 TELSET	Both
700500207	9508 Telset for IPO	Both
700480601	IP PHONE 9621G	Both
700480643	Button Mod 12B	Both
700469968	BUTTON MOD DBM32 FOR 1400 SERIES	Both
700500725	IP PHONE SNGL PT POE INJCTR SPPOE-1A	Both
700434897	POWER SUPPLY 1151D1 TERMINAL POWER WITH CAT 5 CABLE	Both
700289762	PWR CORD EUROPE	International
700289747	PWR CORD UNITED KINGDOM	International
700289770	US POWER CORD	NA

IP Office AnywhereDemo

Material Code	Description	Kit
700504405	IP Office 96X1 PHONE DEMO KIT	All Regions*
700504525	IPO R8.1 ANYWHERE DEMO DVD	All Regions

***The power cord for the POE switch is not included and must be provided separately.**

Material Code	Description
407786623	PWR CORD EUROPE
407786599	PWR CORD UNITED KINGDOM
700289770	US POWER CORD

The IP Office 96x1 Phone Demo Kit is made up of the following hardware components:

Material Code	Description
700580585	IP Telephony 9608
700580593	IP Telephony 9611
700580627	IP Telephony 9641
AL3500A14-E6	ERS 3500GT POE SWITCH

Availabilitv for Avava Distributors

- *August, 2012 – IP500v2 Power Demo Kits became available for shipment to Distributors*
- *August, 2012 – 96x1 IP Phone Demo Kit becomes available for shipment to Distributors*
- September, 2012 – (Planed) the optional DVD for Anywhere demo becomes available to order (as option to downloading).

Monitoring and Control of Power Demo Kits

The price of the Demonstration kits are significantly less than if the parts were purchased separately. They should absolutely not be re-sold to end user sites. Both Avaya and the Distributor will be monitoring the sale of the kits. Avaya also reserves the right to audit a Partner location to validate the usage of the demonstration equipment. A Partner wishing to purchase the kit will be required to fill out a form available directly from their Distributor and have it countersigned by an Avaya Channel Account Manager or National Account Manager.

The number of kits will be restricted.

- One (1) IP Office 500v2 Power Demo Kit per Partner location.
- Four (4) Server Edition licenses PER Partner Location [Maximum 3 locations]
- One (1) IP Office 96x1Phone Demo Kit per Partner location.

Application License Upgrades

From time to time Avaya introduces new features and applications to IP Office. Some of these are enabled with a license 'key'. Avaya wants to ensure Partners remain current and have the ability to demonstrate every application on IP Office. To apply for new licenses (**free of charge**) Partners are to complete the attached form (see **Appendix B Additional licenses for Existing Demo Kits Authorization Form**). Avaya CAM or NAM countersignature is required. Fax the form to your Distributor. The Distributor will then forward to Avaya sales order processing for license distribution.

Appendix B can be used to secure additional licenses once a license key swap has been completed. A license key swap is performed when transferring licenses from one previously purchased Power Demo unit (using the Serial, Parallel, USB, or Smart Card feature key) to IP Office 500v2 system (which uses the System Secure Digital card). Failure to successfully complete a key swap prior to adding new licenses could result in the new licenses being overwritten. Avaya CAM or NAM countersignature is required. Fax the form to your Distributor. The Distributor will then forward to Avaya sales order processing for license distribution.

Logistics and Ordering

Pricing and Material Codes

To simplify the equipment ordering and delivery, the Demo kits are each ordered by a single code. The equipment will be shipped to Distributors as one complete set of components. Each box will be serialized. Where applicable, the hardware feature key and licence keys will be packaged together in a plastic bag and contained within the unit.

For pricing, contact your Distributor!

Each Partner must complete the "Avaya Power Demo Authorization Form" to purchase these kits. **See Appendix A**. This form will require the signature of a Channel Account Manager (CAM) or National Account Manager (NAM) and will be closely monitored. The ordering process is detailed in the Logistics and Ordering section of this document.

North America	
Material Code	**Description**
700504403	IP500 DEMO KIT R8+ US
700504405	IP Office 96X1 PHONE DEMO KIT
700504525	IPO R8.1 ANYWHERE DEMO DVD
APAC, EMEA, CALA (Country Dependant)	
Material Code	**Description**
700504403	IP500 DEMO KIT R8+ INTL
700504405	IP Office 96X1 PHONE DEMO KIT
700504525	IPO R8.1 ANYWHERE DEMO DVD

Exceptions

The Power Demo Kit and 96x1 IP Phone Demo kit come as pre-configured bundled packages; Avaya cannot exchange equipment or make substitutions, the kits have been created to provide optimum demonstration capability. There are no provisions within this program to purchase additional equipment at special pricing. Requests requiring additional equipment are to be directed to your Channel Account Manager (CAM) or National Account Manager (NAM).

For countries where IP Office Essential Edition – PARTNER® Version systems are supported, you may request the System Secure Digital (SD) Card – PARTNER Mode – strictly for demonstration purposes and PARTNER® ETR Card. This is done through the Special Bid Request (SBR) which is completed outside of this process. For tracking purposes, you will need to indicate that you will be submitting the SBR on Appendix A in STEP ONE.

For countries where IP Office Essential Edition – Norstar™ Version systems are supported in Middle East Africa, you may request the System Secure Digital (SD) Card – Norstar Mode – strictly for demonstration purposes. This is done through the Special Bid Request (SBR), which is processed by your CAM or National Account Manager. For tracking purposes, you will need to indicate that you will be submitting the SBR on Appendix A in STEP ONE.

Software Build

The System SD card that is included in the IP Office 500v2 Power Demo Kit contains the base level of software for operational and demonstration purposes.

To upgrade existing IP Office Power Demo Kits and future Power Demo kits, Partners will need to do two things:

1. Complete Appendix B requesting the Upgrade License
2. Download the most current level of software from support.avaya.com

Mergeable Settings

The table below shows the configuration entries for which changes can be merged and those that require a system reboot. The Send Configuration menu shown when sending a configuration to the IP Office automatically indicates when the configuration is mergeable.

	Mergeable	3.2+	Pre-3.2
	System	–	–
	- System	√*1	X
	- LAN1/LAN2	X	X
	- DNS	X	X
	- Voicemail	√*2	X
	- Telephony	√*3	X
	- VoIP	X	X
	- LDAP	X	X
	- System Events	X	X
	- CDR/SMDR	√	X
	- Twinning	√	–
	Line	X	X
	Control Unit	X	X
	Extension	X	X*4
	User	√	√
	Hunt Group	√	√
	Short Code	√	√
	Service	√	√
	RAS	√	√
	Incoming Call Route	√	√
	WAN Port	X	X
	Directory	√	√
	Time Profile	√	X
	Firewall Profile	√	√
	IP Route	√	√
	Least Cost Route	√	√
	Account Code	√	√
	License	√	√
	Tunnel	X	X
	Logical LAN	X	X
	Wireless	X	X
	User Rights	√	√
	Auto Attendant	√	X
	Authorization Code	√	X
	ARS	√	–
	E911 System	X	X

- ***1 - 3.2 | System | System**
  Changes to Locale, License Server IP Address and Favor RIP Routes over Static require a reboot.
- ***2 - 3.2 | System | Voicemail**
  Changes to Voicemail Type require a reboot.
- ***3 - 3.2 | System | Telephony**
  Changes to Companding LAW and Busy Tone Detection require a reboot.
- ***4 - 4.1+ | Extension**
  For IP Office 4.1+, Base Extension and Disable Speakerphone are mergeable.

IP Office Ports

The list below details many of the IP ports used by IP Office control units and IP Office applications. Many of these are standard ports for different IP traffic protocols.

← Indicates a port on the IP Office control unit.
→ indicates a port on the PC running an IP Office application.
***** Indicates that the port and or protocol can be changed.

Port	Protocol		Function
→ 25*	SMTP	TCP	Email system alarms from the IP Office to SMTP server. For IP Office 4.2 also used for Voicemail Email on Embedded Voicemail.
→ 37	Time	UDP	Time requests from the IP Office to a Time Server (RFC868)
← 53	DNS	UDP	Domain Name Service responses
← 67	BOOTP/DHCP	UDP	DHCP Server Operation
→ 68	BOOTP/DHCP	UDP	DHCP Client Operation
← 69	TFTP	UDP	File requests to the IP Office.
→ 69	TFTP	UDP	File requests by the IP Office.
← 80	HTTP	TCP	HTTP File requests.
← 161*	SNMP	UDP	From SNMP applications.
→ 162*	SNMP Trap	UDP	To addresses set in the IP Office configuration.
→ 389*	LDAP	TCP	Lightweight Directory Access Protocol.
← 500	IKE	UDP	Key exchange for IPSec protocol.
→ 520	RIP	UDP	To and from the IP Office to other RIP devices. For RIP1 and RIP2 (RIP1 compatible) the destination address is a subnet
← 520	RIP	UDP	
← 1701	L2TP	UDP	Layer 2 Tunneling protocol
← 1718	H.323	UDP	H.323 Discovery
← 1719	H.323 RAS	UDP	H.323 Status. VoIP device registering with the IP Office.
→ 1720	H.323/H.245	UDP	H.323 Signalling. Data to a registered VoIP device.
→ 2127	(UDP)	UDP	PC Wallboard to CCC Wallboard Server.
→ 3478	SIP	UDP	Port used for STUN requests from the IP Office to the SIP provider
← 5005	RTCPMon	UDP	RTCP Monitoring information from Avaya H323 phones.
←→ 5060	SIP	UDP/TCP*	SIP Line Signalling
→ 8080	HTTP	TCP	Browser access to the Delta Server application.
→ 8089	Enconf	UDP	From the IP Office to the Conferencing Center Server Service. User access to the conference center is direct via HTTP sessions.
→ 8888	HTTP	TCP	Browser access to the IP Office ContactStore (VRL) application.
←→ 49152 to 53247*	RTP/RTCP	UDP	Dynamically allocated ports used during VoIP calls for RTP and RTCP traffic. The port range can be adjusted through the System	Gatekeeper tab.
→ 50791	IPO Voicemail	UDP	To voicemail server address.
← 50793	IPO Solo Voicemail	UDP	From IP Office TAPI PC with Wave drive user support.
← 50794	IPO Monitor	UDP	From the IP Office Monitor application.
← 50795	IPO Voice Networking	UDP	Small Community Network signalling (AVRIP) and BLF updates. Each system does a broadcast every 30 seconds. BLF updates are sent required up a maximum of every 5 seconds.
← 50796	IPO PCPartner	UDP	From an IP Office application (for example Phone Manager or SoftConsole). Used to initiate a session between the IP Office and the application.
← 50797	IPO TAPI	UDP	From an IP Office TAPI user PC.
→ 50798	(UDP)	UDP	IP Office Manager and Upgrade Wizard
→ 50799	IPO BLF	UDP	Broadcast to the IP Office LAN and the first 10 IP addresses registered from other subnets.
→ 50800	IPO License Dongle	UDP	To the License Server IP Address set in the IP Office config.
← 50801	Econf	UDP	Conference Center Service to IP Office.
← 50802	Discovery	TCP	IP Office discovery from Manager.
← 50804*	Service Access Protocol	TCP	IP Office configuration settings access.
← 50805*		TCP	TLS Secure"
← 50808*		TCP	IP Office system status access.
← 50812*		TCP	IP Office security settings access.
← 50813*		TCP	TLS Secure"

• CDR/SMDR from the IP Office is sent to the port number and IP address defined during configuration and using either TCP or UDP as selected.

Application Specifc

IP Office Application Server

Port	Component	
7070 22	HTTP/HTTP Access SFTP Access	

IP Office Manager

Port	Component	Location - %ProgramFiles%\Avaya\IP Office\
TCP 50802 TCP 50804 TCP 50812 UDP 50798	IP Office Manager	Manager\manager.exe

SoftConsole

Port	Component	Location - %ProgramFiles%\Avaya\IP Office\
UDP 50796 UDP 50799	SoftConsole	SoftConsole\SoftConsole.exe

Phone Manager

Port	Component	Location - %ProgramFiles%\Avaya\IP Office\
UDP 50796 UDP 50799	Phone Manager	Phone Manager\PhoneManager.exe
UDP 1719 UDP 1720	Phone Manager VOIP Server	Phone Manager\iClaritySvr.exe

Contact Store

Port	Component	Location - %ProgramFiles%\Avaya\IP Office\
TCP 8888 UDP 50791 UDP 50795	Contact Store	Witness\tomcat5024\bin\tomcat5.exe

System Monitor

Port	Component	Location - %ProgramFiles%\Avaya\IP Office\
UDP 50794	System Monitor	Monitor\sysmonitor.exe

TAPI2

Port	Component	Location - %ProgramFiles%\Avaya\IP Office\
UDP 50797	TAPI2	TAPI\tspi2w.tsp

Voicemail Pro Service

Port	Description
TCP 25	Used to listen for SMTP connections.
UDP 37	Used to receive time requests (RFC 868).
TCP 143	Used to service IMAP4 requests.
UDP 50791	Used to receive requests from IP Office PBX.
TCP 50791	Used to receive requests fromone-X Portal for IP Office.
TCP 50791	Used to receive connections from Voicemail Pro

One X Portal

Port	Description
4560	This port is used by log4j socket appender.
5222	This port is used for XMPP client/server communication.
5269	This port is used for server to server federation. This port federates with the External XMPP servers or XMPP enabled servers such as GTalk, Yahoo, and MSN.
5269	This port is used for XMPP server to server federation. If the customer is not intending to federate with external XMPP servers then this port does not need to be opened on the firewall.
8005	Used by the Tomcat shutdown listener.
8080	Default HTTP browser access port. This port number can be changed during installation.
8082	The database component of the one-X Portal for IP Office uses this port.
8086	This port is used for HTTPS access to MyBuddy.
8443	Used for HTTPS access to one-X Portal for IP Office (Only for Windows installation of the one-X Portal for IP Office).
8444	This port is used for initial communication between the mobility client (Android/iPhone) and the one-X Portal for IP Office. If customer is NOT using the mobility client or is only using it on the internal WiFi network, then this port does not need to be opened on the firewall.
8666	This port is used by the JVMX component of the one-X Portal for IP Office. This port number can be changed during installation.
9094	This port is used for OpenFire XML RPC (Remote Procedure Call) and administration console.
9095	This port is used by the OpenFire admin console (https).
8080-to-8090	To allow the **one-X Call Assistant** to communicate through a specific TCP port

8069 This port is used for web socket based delivery. Open this port on the machine that runs the one-X Portal for IP Office.
8080 Default HTTP browser access port. This port number can be changed during installation.
8082 The database component of the one-X Portal for IP Office uses this port.
9092 This port is used by the Database client listener.

Note:
Ports 5222, 5269 and 8444 need to be opened on the customer's firewall or router, if the mobility client is to be used on a cellular network or if external XMPP access is required.

Flare Communicator Ports:		
TCP	5060	Flare Communicator uses this port on the Avaya one-X® Portal server for call control functions.
TCP	8069	Flare Communicator uses a WebSocket mechanism to provide a communication channel over a
TCP	5222	Flare Communicator uses this port on the Avaya one-X® Portal server for XMPP functions. Using
TCP	5269	Flare Communicator uses this port on the Avaya one-X® Portal server for XMPP server-to-server
RTP	DYNAMIC	Flare Communicator uses this port on the IP Office server. The RTP port number is dynamic. IP

Supported Country Locales

When a new or defaulted system's configuration is first opened in Manager, the value set in the Locale field should always be checked and changed if necessary. The system's Locale sets factors such as the default ringing patterns and caller display settings.
The locale also controls the language that a voicemail server will use for prompts.

Users and incoming call routes can also be set to a locale. That locale will then override the system settings for calls to voicemail.

The following tables indicate locale settings used for different functions.
Note that reference to a locale does not necessarily indicate support, availability or approval for system within that country.

The locales supported in IP Office Essential Edition - Quick Version and IP Office Standard Version modes are:

Argentina	*France*	*Netherlands*	*South Africa*
Australia	*Germany*	*New Zealand*	*Spain*
Bahrain	*Greece*	*Norway*	*Sweden*
Belgium	*Hong Kong*	*Oman*	*Switzerland*
Brazil	*Hungary*	*Pakistan*	*Taiwan*
Canada	*Iceland*	*Peru*	*Turkey*
Chile	*India*	*Poland*	*United Arab Emirates*
China	*Italy*	*Portugal*	*United Kingdom*
Colombia	*Korea*	*Qatar*	*United States*
Denmark	*Kuwait*	*Russia*	*Venezuela*
Egypt	*Mexico*	*Saudi Arabia*	
Finland	*Morocco*	*Singapore*	

The locales supported in IP Office Essential Edition - Norstar Version mode are:

Bahrain	*Morocco*	*Qatar*	*Turkey*
Egypt	*Oman*	*Saudi Arabia*	*United Arab Emirates*
Kuwait	*Pakistan*	*South Africa*	

For detailed information about applications and languages use the link below

Drill down to the country and you will see the language support options for the IP Office 8.0 suite of software.
The language support options will differ for other system releases.

http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/manager/using_locales.htm

IP Office Release History

<--- Release 8.1 GA July 16, 2012
<--- Release 8.0 Q1 2012 Maintenance Release - 09 April 2012
<--- Release 8.0 GA December 12, 2011
<--- Release 7.0 GA March 23, 2011
<--- Release 6.1 GA November 29, 2010
<--- Release 6.0 Q3 August 25, 2010 Maintenance Release
<--- Release 6.0 GA February 26, 2010
<--- Release 5 Q4 November 18, 2009 Maintenance Release
<--- Release 5 GA August 3, 2009
<--- Release 4.2 Q2 May 13, 2009 Service Pack
<--- Release 4.2 Q1 February 17, 2009 Service Pack
<--- Release 4.2 Q4 November 12, 2008 Service Pack
<--- Release 4.2. GA - August 11, 2008
<--- Release 4.1.x GA - December 17, 2007
<--- Release 4.0.10 - September 24, 2007 Maintenance Release
<--- Release 4.0.7 - June 29, 2007 Maintenance Release
<--- Release 4.0.x GA - February 26, 2007
<--- Release 3.2 - July 24, 2006
<--- Release 3.1 - November 7, 2005
<--- Release 3.0 - March 21, 2005
<--- Release 2.1 - May 31, 2004
<--- Release 2.0 - November 26, 2003
<--- Release 1.4 - June 16, 2003
<--- Release 1.3.2 - February 28, 2003
<--- Release 1.3 - December 13, 2002

IP Office IP Hard Phone Power Options

Local Power Options

In order to prepare for changes in future EMC requirements, Avaya is announcing, effective July 2, 2007, the 1151D1 and 1151D2 Terminal Power Units for IP Phones.
These new Power units will be for IP phones only and will be replacing the current 1151C1 and 1151C2 Power Unit versions on IP phones. Although we are announcing the new 1151D1 and 1151D2 units, the July ASD will still configure 1151C units. The 1151Ds will be available in ASD in August.

Note: The new 1151C1/C2 & 1151D1/D2 products will include a CAT5 cable. However, the old 1151B1 and 1151B2 included a standard North American power cord which is not included anymore (must be ordered separately or obtained elsewhere).

<--- IP Phone Single Port POE Injector

<--- 1151D1

<--- 1151D2

<--- 1151C1

<--- 1151C2

<--- Local Power Brick Transformer

<--- Power Over Ethernet (POE)

With Centralized Power, also known as Power over Ethernet (PoE), both power and data are carried over one CAT 5 Ethernet cable. Deploying the IP Telephones utilizing PoE eliminates the need for a local power supply, AC adapter and cables; thereby allowing power to be provided from the wiring closet/switch room where it can be easily connected to a UPS system.

The standards body governing PoE, Institute of Electrical and Electronic Engineers (IEEE) has ratified the standard which defines the specifications to deliver power over standard Ethernet cables. The PoE standard has been approved by the IEEE Standards Board on June 12, 2003 as “IEEE Std. 802.3af-2003”.

The key technical characteristics of the IEEE 802.3af-2003 standard for PoE are cited in the bullets below:

- Power Sourcing Equipment (PSE) Output Voltage: 44 Vdc to 57 Vdc
- Power Sourcing Equipment (PSE) Output Current: 350 mA max
- Power Sourcing Equipment (PSE) Power: 15.4 W max
- Powered Device (PD) maximum power draw allowed is 12.95 W
- Powered Device (PD) will be ready to accept power from either set of pairs:
- Spare Pairs (pins 4/5 and 7/8)
- Signal / Data Pairs (pins 1/2 and 3/6)
- Signature detection method will be the “Resistor” concept

<--- Avaya Ethernet Routing Switch 2500 Series

<--- Avaya Ethernet Routing Switch 4500 Series

The build numbers are for R8.1 Q3-2012 Maintenance Release (8.1.52) September 25, 2012 and contains the following application builds

Admin CD Version - R8.1 1 DVD 700503230	Version
IP Office Firmware	8.1.52
IP Office Manager	10.1.52
SSA Viewer	8.1.52
Network Viewer	10.1.52
SysMonitor	10.1.52
UpgradeWiz	10.1.52
Java Run Time Environment (JRE)	1.6.0.29
IP Office Unit Firmware	**Version**
IP500	8.1.52
IP500V2	8.1.52
Pots Module	10.1.52
PotsV2 Module	10.1.52
DCP Module	10.1.52
DCPV2 Module	10.1.52
SO Module	10.1.52
ATM Module	10.1.52
DS30A/16A Module	10.1.52
4600/5600 H.323 Phone Firmware (Common Boot Code and App)	**Version**
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW	2.9.1 (2.9 SP1)
4625	2.9.1 (2.9 SP1)
4620 (Not 4620SW)	2.3
4601, 4602D, 4602SW, 5601, 5602D & 5602SW	2.3
4601+, 4602+, 5601+ & 5602+	2.9.1 (2.9 SP1)
4600/5600 VPN Phone Firmware (Separate Boot Code and App)	**Version**
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW Boot Code	2.3
4610SW, 4620SW, 4621SW, 5610SW, 5620SW & 5621SW App	2.3.252
1600 H.323 Phone Firmware (Separate Boot Code and App)	**Version**
1603, 1608 & 1616 Boot Code	1.3200
1603, 1608 & 1616 App	1.3200
1616 Button Module 32 App	1.1.0
1600 Phone Language Files	69
9600 H.323 Phone Firmware (Separate Boot Code and App)	**Version**
9620 & 9630 & 9640 & 9650 Boot Code	3.1.04_S
9620 & 9630 & 9640 & 9650 App	3.1.04_S
9600 Phone Language Files	71

96x1 H.323 Phone Firmware (Separate Kernel and App)	Version
9608 & 9611 & 9621 & 9641 Kernel	S96x1_UKR_V13r50_V13r50
9608 & 9611 Application	S9608_11HALBR6_2_2_09U_V452
9621 & 9641 Application	S9621_41HALBR6_2_2_09U_V452
96x1 Phone Language Files	76
11x0 & 12x0 SIP Phone Firmware	**Version**
1120	04.03.12.00
1140	04.03.12.00
12x0	04.03.12.00
DCP Phone Firmware	**Version**
2410, 2420, 5410, 5420	6
1403 Application	06
1403 Boot	03
1408, 1416 App	R16
1408, 1416 Boot Code	25
9504, 9508 pplication	R44
9504, 9508 oot	R15
9504, 9508 rlink	R0_09
DCP Phone Languages	**Version**
14xx	R10_v09_Pack01
DCP Phone Font Files	**Version**
14xx Chinese (GB)	R02_v01
IP DECT Phone Firmware	**Version**
Avaya 3701	22.04.04
Avaya 3711	91.24.31.04
Avaya 3711 Global	91.24.36
Avaya 3711 USB Driver	0.8
IP DECT ADMM Firmware/Tools	**Version**
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT - ADMM DECT Monitor	1.4
DECT R4 Phone Firmware	**Version**
Avaya 3720	3.3.16
Avaya 3725	3.3.16
Avaya 3740	3.2.15
Avaya 3749	3.2.15
Avaya 3720 Template	0.4
Avaya 3725 Template	0.4
Avaya 3740 Template	0.1
Avaya 3749 Template	0.1

DECT R4 Firmware/Tools	Version
DECT R4 - IPBS1 Boot Firmware	5.0.11
DECT R4 - IPBS1 Firmware	5.0.11
DECT R4 - IPBS2 Boot Firmware	5.0.11
DECT R4 - IPBS2 Firmware	5.0.11
DECT R4 - IPBL (DECT Gateway) Boot Firmware	5.0.11
DECT R4 - IPBL (DECT Gateway) Firmware	5.0.11
DECT R4 - GRBS (ISDN RFP) Firmware	R5C 3/40
DECT R4 - AIWS Firmware	2.73
DECT R4 - AIWS2 Firmware	3.13
DECT R4 - WinPDM (Windows Portable Device Manager)	3.8.2
DECT R4 - Rack Charger Firmware	1.4.1
DECT R4 - Advanced Charger Firmware	1.4.1
DECT R4 - Avaya 3720 Translation Tool	25
DECT R4 - Avaya 3725, 3740,3749 Translation Tool	27
DECT R4 - Avaya 3720 Downloadable Languages	25
DECT R4 - Avaya 3725/3740/3749 Downloadable Languages	27
DECT R4 - Company Phonebook Tool	8
DECT R4 - Local Phonebook Tool	1
Wi-Fi Phone Firmware/Tools	**Version**
3641/3645	117.056
HAT	2.8.22.0
AVPP	17x.039
T3 IP Phone Firmware/Tools	**Version**
T3 IP Phone Firmware	T247
T3 IP Admin Tool	3.08
IP Office Video Softphone	**Version**
Windows	3.2.3.48 DEV 67009
MAC	3204bk DEV 66292)
User CD Version - 4.2.46	**Version**
PhoneManager - Application and Installer	4.2.42
Softconsole - Application and Installer	4.2.30
TAPI - Application	1.0.0.37
TAPI - Installer	3.2.26
Dev Link - Application	1.0.0.5
Dev Link - Installer	3.2.8
wave driver - Application	2.0.0.0
IP Office Server Edition	**Version**
IP Office Server Edition	8.1.93(9)

VoiceMail Pro CD Version 8.0	Version
Voicemail Pro (GUI)	8.1.1003
Voicemail Pro Server	8.1.1003
Voicemail Pro Service	8.1.1003
VPIM Client	8.1.1003
VPIMDBSvr	8.1.1003
VPIMReceiver	8.1.1003
VPIMServer3	8.1.1003
IMSAdmin	8.1.1003
IMSServiceRestart	8.1.1003
UMSServer	8.1.1003
VMServer	8.1.1003
PHP Win32 VC9-x86	5.3.3
Flare Communicator	**Version**
Flare Communicator for Windows	1.0.1.211
Unified Communications Module	**Version**
IP Office Unified Communications Module	8.1.90.6
one-X Portal CD	**Version**
one-X Portal CD	8.1.77.3
CCR CD	**Version**
CCR CD	8.1.9.6
ContactStore CD	**Version**
ContactStore CD	7.8.16
Application Sever DVD	**Version**
Application Sever	8.1.18.3
Data Migration Manager	**Version**
Data Migration Manager	2.0.20

Note: * *The firmware of the 2402/5402 cannot be upgraded.*

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Routing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Plantronics Voyager PRO UC v2 Bluetooth Headset with Avaya 9641G IP Telephone on Avaya IP Office 8.0 - Issue 1.0 (286 kb) 10/11/2012	App Note	Plantronics 345 Encinal St Santa Cruz, CA 95060 United States 831 458 7072 www.plantronics.com/avayauc	United States						X																										X																					
Bell Canada SIP Trunking with Avaya IP Office 8.1 - Issue 1.0 (3192 kb) 10/11/2012	App Note	Bell Canada 5115 Creekbank Road Mississauga, Ontario L4W5R1 Canada 905-614-8179 www.bell.ca	Canada																									X																												
Resource Software International Cloud Call Accounting 2.1 with Avaya IP Office 8.1 Resource Software International Cloud Call Accounting is a remote cloud based telephone reporting solution that uses the Station Message Detail Recording records from Avaya IP Office to track phone calls and produce detailed reports. RSICloud Call Accounting Software is a fully-scalable unified communications management solution accessible anywhere, anytime. - Issue 1.0 (442 kb) 10/1/2012	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada						X												X				X															X				X	X		X									
Avaya IP Office 8.1 with Servicio Troncal SIP de Axtel – Issue 1.0 (957 kb) 10/1/2012	App Note	Servicios Axtel, S.A. de C.V. Javier Barros Sierra 555 Col. Zodec Santa Fe Del. Alvaro Obregon Mexico, Mexico, D.F. 01210 Mexico +525550921847 www.axtel.com.mx	Mexico																																																					
Alestra Enlace IP SIP Trunk Service with Avaya IP Office 8.1 - Issue 1.0 (2208 kb) 10/1/2012	App Note	Alestra S de RL de CV Av Lazaro Cardenas 2321 San pedro garza garcia, NL 66260 Mexico 528186252300 www.alestra.com.mx	Mexico																																																				
CyTrack CyCC Multi-Media Contact Centre Solution with Avaya IP Office 8.1 - Issue 1.0 (1466 kb) 9/21/2001 CyTrack Unified Communications Suite with Avaya IP Office Unified Communications Suite The CyTrack UC Suite features 9 modules including :- CyTrack CyDesk - Telephone Unified Communications & CTI CyTrack CyRecord - Integrated & Flexible Voice Recording CyTrack CyCall - Multi-Media Outbound & Tele-Marketing Call Centre CyTrack CyConsole Unified Communications for Front Desk Operators CyTrack CyReport Call Accounting & Business Intelligence Reporting	App Note	CyTrack Technologies 155 Varsity Parade Varsity Lakes Gold Coast, QLD 4227 Australia +61 7 5553 9800 www.cytrack.com	Australia		X				X					X																							X																				
NMS Adaptive Web Assist with Avaya IP Office R8.0 using Avaya IP Office TAPI Service Provider - Issue 1.0 (2267 kb) 9/21/2012 NMS Adaptive Suite with Avaya IP Office R8 using Avaya IP Office TAPI Service Provider - Issue 1.0 (2947 kb) The Adaptive Contact Centre is a suite of modules. Each can be run independently or can be a part of a comprehensive multichannel contact centre. Adaptive CTI Professional is a fully featured CTI product. It can be used to screen-pop non TAPI compliant applications and can be used in a Citrix or Terminal Services environment. Adaptive Contact Center comprises a suite of computer telephony applications that enhance the functionality of Avaya IP Office. • Adaptive CTI Basic, an entry-level CTI product, is supplied as a site-wide license and supports a maximum of 250 concurrent users in Terminal Services and Citrix environments. • Adaptive CTI Professional, a fully-featured CTI product, provides a simple but effective way to add computer telephony features to almost any software application. The NMS Adaptive sales team is expert at CTI integration and available to help create a working integration pre-sale. This service is free of charge. • Adaptive Desktop SMS enables users to send and receive SMS/TXT messages from a PC to cell phones. • Adaptive Office Bundle provides Adaptive CTI Professional and Adaptive Desktop SMS in a single, discounted license. • Adaptive Hybrid Call Recorder is a trunk-side recorder that records all telephone calls made and received. The Adaptive Call Recorder is considered "hybrid" because it can be configured to record from any mixture of SIP, Analog, Euro ISDN BRI/PRI and T1 telephone lines. Recordings are stored on a central PC and can easily be searched using a wide variety of parameters. They can also be exported in an industry-standard WAV format. Recordings can be backed up and archived using any standard computer media, including: Tape, DVD and Network Attached Storage (NAS). An integration toolkit is available for customers who wish to access call recordings through their own applications. • Adaptive Progressive and Predictive Dialers offer management control and reporting. These applications support a number of different dialing styles, including Preview,	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		X				X	X																X	X																														
NMS Adaptive Desktop SMS with Avaya IP Office R8.0 using Avaya IP Office TAPI Service Provider - Issue 1.0 (2006 kb) 9/21/2012 NMS Adaptive Suite with Avaya IP Office R8 using Avaya IP Office TAPI Service Provider - Issue 1.0 (2947 kb) The Adaptive Contact Centre is a suite of modules. Each can be run independently or can be a part of a comprehensive multichannel contact centre. Adaptive CTI Professional is a fully featured CTI product. It can be used to screen-pop non TAPI compliant applications and can be used in a Citrix or Terminal Services environment. Adaptive Contact Center comprises a suite of computer telephony applications that enhance the functionality of Avaya IP Office. • Adaptive CTI Basic, an entry-level CTI product, is supplied as a site-wide license and supports a maximum of 250 concurrent users in Terminal Services and Citrix environments. • Adaptive CTI Professional, a fully-featured CTI product, provides a simple but effective way to add computer telephony features to almost any software application. The NMS Adaptive sales team is expert at CTI integration and available to help create a working integration pre-sale. This service is free of charge. • Adaptive Desktop SMS enables users to send and receive SMS/TXT messages from a PC to cell phones. • Adaptive Office Bundle provides Adaptive CTI Professional and Adaptive Desktop SMS in a single, discounted license. • Adaptive Hybrid Call Recorder is a trunk-side recorder that records all telephone calls made and received. The Adaptive Call Recorder is considered "hybrid" because it can be configured to record from any mixture of SIP, Analog, Euro ISDN BRI/PRI and T1 telephone lines. Recordings are stored on a central PC and can easily be searched using a wide variety of parameters. They can also be exported in an industry-standard WAV format. Recordings can be backed up and archived using any standard computer media, including: Tape, DVD and Network Attached Storage (NAS). An integration toolkit is available for customers who wish to access call recordings through their own applications. • Adaptive Progressive and Predictive Dialers offer management control and reporting. These applications support a number of different dialing styles, including Preview,	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		X				X	X																X	X																														

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control - Routing	Call / Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting / Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring / Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking / Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
NMS Adaptive Hybrid Call Recording with Avaya IP Office R8 using a Call Recording PCI Board from OptiLogix -Issue 1.0 (1752 kb) 9/21/2012 NMS Adaptive Suite with Avaya IP Office R8 using Avaya IP Office TAPI Service Provider - Issue 1.0 (2947 kb) The Adaptive Contact Centre is a suite of modules. Each can be run independently or can be a part of a comprehensive multichannel contact centre. Adaptive CTI Professional is a fully featured CTI product. It can be used to screen-pop non TAPI compliant applications and can be used in a Citrix or Terminal Services environment. Adaptive Contact Center comprises a suite of computer telephony applications that enhance the functionality of Avaya IP Office. • Adaptive CTI Basic, an entry-level CTI product, is supplied as a site-wide license and supports a maximum of 250 concurrent users in Terminal Services and Citrix environments. • Adaptive CTI Professional, a fully-featured CTI product, provides a simple but effective way to add computer telephony features to almost any software application. The NMS Adaptive sales team is expert at CTI integration and available to help create a working integration pre-sale. This service is free of charge. • Adaptive Desktop SMS enables users to send and receive SMS/TXT messages from a PC to cell phones. • Adaptive Office Bundle provides Adaptive CTI Professional and Adaptive Desktop SMS in a single, discounted license. • Adaptive Hybrid Call Recorder is a trunk-side recorder that records all telephone calls made and received. The Adaptive Call Recorder is considered "hybrid" because it can be configured to record from any mixture of SIP, Analog, Euro ISDN BRI/PRI and T1 telephone lines. Recordings are stored on a central PC and can easily be searched using a wide variety of parameters. They can also be exported in an industry-standard WAV format. Recordings can be backed up and archived using any standard computer media, including: Tape, DVD and Network Attached Storage (NAS). An integration toolkit is available for customers who wish to access call recordings through their own applications. • Adaptive Progressive and Predictive Dialers offer management control and reporting. These applications support a number of different dialing styles, including Preview	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		X			X	X																X	X																													
Metropolis OfficeWatch Call Accounting System with Avaya IP Office 8.1 Metropolis OfficeWatch Telemanagement with Avaya IP Office Metropolis creates the powerful, user-friendly telemanagement solution OfficeWatch for Business. OfficeWatch integrates seamlessly with the IP Office and helps users improve employee productivity, control telephone costs, monitor trunk traffic, and archive historical phone call data. Businesses can also use OfficeWatch to recoup costs for the phone system by billing tenants and/or clients for usage. Some businesses currently using OfficeWatch include law firms, clinics, assisted living facilities, schools, banks, call centers, retail stores and municipalities. – Issue 1.0 (847 kb) 9/4/2012	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																															
Metropolis OfficeWatch Call Accounting System with Avaya IP Office 8.0 Metropolis OfficeWatch Telemanagement with Avaya IP Office Metropolis creates the powerful, user-friendly telemanagement solution OfficeWatch for Business. OfficeWatch integrates seamlessly with the IP Office and helps users improve employee productivity, control telephone costs, monitor trunk traffic, and archive historical phone call data. Businesses can also use OfficeWatch to recoup costs for the phone system by billing tenants and/or clients for usage. Some businesses currently using OfficeWatch include law firms, clinics, assisted living facilities, schools, banks, call centers, retail stores and municipalities. – Issue 1.0 (847 kb) 9/4/2012	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																															
3C JDS Property Management System Interface and Voice Mail System V5.0 with Avaya IP Office R8.0 3C JDS PMSI and VMS are Windows-based hospitality systems that provide a seamless interface with a hotel's Property Management System and Avaya IP Office. 3C JDS PMSI and VMS provides, Station Message Detail Reporting, call accounting, voice mail, name and user profile template change, wake-up call, room status and mini-bar posting features. – Issue 1.0 (1992 kb) 9/4/2012	App Note	3C Technology GZ JinDa Building 808, DaDao Road 12#, YueXiu District, GuangZhou, China GuangZhou, GuangDong 510000 China +86 020-87675020 www.3c-jds.com	China				X														X			X																						X								
Plantronics APV-63 EHS Adapter and Plantronics CS500 Series Wireless Headset System with Avaya 9400/9500 Series Digital Telephones - Issue 1.0 (373 kb) 9/4/2012	App Note	Plantronics 345 Encinal St Santa Cruz, CA 95060 United States 831 458 7072 www.plantronics.com/avayaur	United States						X																											X																			
Metropolis ProfitWatch Call Accounting System with Avaya IP Office 8.1 ProfitWatch for Hotels offers flexible and sophisticated guest pricing and billing options for hotels wishing to generate revenue from guest and convention telephone calls. Available in standalone, web-enabled and client/server versions, ProfitWatch is the perfect telemanagement and billing solution for hotels of all sizes. Current customers include Starwood Hotels, InterContinental Hotels Group, Hilton, Marriott International and Choice Hotels. – Issue 1.0 (847 kb) 9/4/2012	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																															
Metropolis ProfitWatch Call Accounting System with Avaya IP Office 8.0 ProfitWatch for Hotels offers flexible and sophisticated guest pricing and billing options for hotels wishing to generate revenue from guest and convention telephone calls. Available in standalone, web-enabled and client/server versions, ProfitWatch is the perfect telemanagement and billing solution for hotels of all sizes. Current customers include Starwood Hotels, InterContinental Hotels Group, Hilton, Marriott International and Choice Hotels. – Issue 1.0 (846 kb) 9/4/2012	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																															
Quest Software PacketTrap MSP with Avaya IP Office. Quest Software PacketTrap MSP collects call detail data from Avaya IP Office utilizing Avaya Call Detail Recording (CDR). Quest Software PacketTrap MSP provides a cost-effective way to offer enterprise-class server, application, and network management to customers. It provides management and monitoring capabilities to MSPs' to further manage their customer's devices and networks. This solution includes traffic analysis on any device, application, virtual infrastructure and VoIP monitoring as well as Professional Services Automation (PSA) integration. Quest Software PacketTrap MSP ensures complete visibility and access so that you are the first to know about bandwidth clogs, server and device failures, connectivity issues, and are able to perform routine network maintenance. – Issue 1.0 (465 kb) 08/23/2012	App Note	Quest Software Inc. 5 Polaris Way Aliso Viejo St. Johns, CA 92656 United States 949-754-8000 www.quest.com	United States				X										X																																						
Quest Software Foglight NMS with Avaya IP Office Quest Software Foglight NMS collects call detail data from Avaya IP Office utilizing Avaya Call Detail Recording (CDR). Quest Software Foglight NMS is an enterprise network performance monitoring and configuration management solution. It auto-discovers key metrics for network resources, including hardware, VoIP infrastructure, operating systems, virtual infrastructure, databases, middleware, applications, and services.– Issue 1.0 (453 kb) 08/23/2012	App Note	Quest Software Inc. 5 Polaris Way Aliso Viejo St. Johns, CA 92656 United States 949-754-8000 www.quest.com	United States				X										X																																						
Broadvox SIP Trunking with Avaya IP Office Release 8.0 – Issue 1.0 (1378 kb) 8/10/2012	App Note	Broadvox, LLC 1950 N. Stemmons Hwy, Suite 3031 Dallas, TX 75207 United States 214 646 8000 216 373 4876 www.broadvox.com	United States	X								X																X																											
NMS Adaptive Messaging with Avaya IP Office R8.0 using Avaya IP Office TAPI Service Provider NMS Adaptive suite is a Computer Telephony Integration platform that provides call control, media blending, progressive and predictive dialling and monitoring functionality to end users. Adaptive Desktop allows operators to control making and receiving calls via an Avaya handset registered to the Avaya IP Office. The Adaptive Messaging module of the Adaptive Suite enables the agents using Adaptive Desktop to send and receive emails. Messages can be received, routed into queues and automatically distributed to the next available, appropriate user. Adaptive Messaging also delivers comprehensive historical reporting detailing service levels, queue volumes, individual and team productivity. Adaptive Messaging works with all industry standard email systems, including Microsoft Exchange, Lotus Domino and Linux-based email servers. - Issue 1.0 (2077 kb) 8/3/2012	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		X			X	X																X	X																													

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting / Billing	Call Control - Routing	Call / Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting / Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring / Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking / Trunking	Service Provider Access / Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail - Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government - Federal	Government - State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
NMS Adaptive Progressive Dialler with Avaya IP Office R8.0 using Avaya IP Office TAPI Service Provider NMS Adaptive is a Computer Telephony Integration platform that provides call control, media blending, progressive and predictive dialling and monitoring functionality to end users. Adaptive Desktop allows operators to control making and receiving calls via an Avaya deskphone registered to the Avaya IP Office. The Adaptive Progressive Dialler module of the NMS Adaptive Suite allows the automation of outbound dialling using progressive dialling campaigns. The Adaptive Campaign Editor allows the importing of call lists and sets call outcome codes and dialling parameters. If combined with Adaptive CTI, screen-pops can be designed to activate as each outbound call is dialled. When a user becomes available, the Adaptive Progressive Dialler retrieves the next call in the campaign and dials it using the IP Office deskphone. The computer shows the user a campaign call dialog, giving information about the call and the recipient. At any time during the call, the user can select a "call outcome code". The user can also choose to reschedule the call for another time and date. When the call has finished, the Adaptive Progressive Dialler gives the user time to do any post-call work or "wrap-up" before making the next call. If the user wants to take a break, the "make this my last call" feature and the Adaptive Progressive Dialler will mark the user as "unavailable" until ready for more work. The Adaptive Progressive Dialler records the time a user spends unavailable, so that a report showing how much time users spent unavailable and how much talking to customers can be ran. - Issue 1.0 (2196 kb) 8/3/2012	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		X				X	X																X	X																											
NMS Adaptive Predictive Dialler with Avaya IP Office R8.0 using Avaya IP Office TAPI Service Provider - Issue 1.0 (1381 kb) NMS Adaptive is a Computer Telephony Integration platform that provides call control, media blending, progressive and predictive dialling and monitoring functionality to end users. Adaptive Desktop allows operators to control making and receiving calls via an Avaya handset registered to the Avaya IP Office. The Adaptive Predictive Dialler module of the Adaptive Suite leverages the power of making multiple calls per user. The dialler predicts when the next user will become free and starts to make multiple calls based on its prediction. By the time a user is free, one of the calls is likely to have been answered and the user can take that call. Overdialling leverages the power of making multiple calls per user. Unlike fully predictive dialling, however, the dialler does not try to predict when users will be free: instead, it waits until a user is actually free before it starts to make calls for them. This guarantees that when one of the calls is answered, a user will be available to take that call. The Adaptive Predictive Dialler can have multiple campaigns operating in different modes. This means that the best dialling method can be chosen based on the exact requirements of the current outbound campaign. When Adaptive Predictive Dialler is started in Overdial or Predictive modes, the software monitors the users. As each user becomes available (or is predicted to be available), the Adaptive Predictive Dialler starts making multiple calls. As soon as a call is answered, the call is automatically transferred to an available user. The user's extension automatically answers the transferred call and the user's computer displays a campaign call dialog, showing the user details of the call, such as the name of the person who was called. Any configured screen pop is also run, presenting the corresponding record in the customer	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		X				X	X																X	X																											
Avaya 10x0 Series SIP Video Endpoints with Avaya IP Office Release 8.0 - Issue 1.0 (1394 kb) 7/25/2012	App Note	Avaya	United States																																																		
BT Wholesale/HIPCOM SIP Trunk Service and Avaya IP Office 8.0 - Issue 1.0 (1518 kb) 7/16/2012	App Note	BT Global Services 81 Newgate Street London, London EC1A 7AJ United Kingdom 01977 591400 www.btglobal.com	United Kingdom																								X																											
SIP Trunking between Metaswitch MetaSphere CFS 7.4 with Metaswitch Perimeta Session Border Controller 3.1.0 and Avaya IP Office 8.0(18) - Issue 1.0 (1056 kb) 7/11/2012	App Note	Metaswitch Networks 100 Church Street Enfield EN2 6BQ London, UK Tel: +44 20 8366 1177 Fax: +44 20 8363 4478	United States															X																																					
Primus SIP Trunking with Avaya IP Office Release 8.0 - Issue 1.0 (1492 kb) 7/6/2012	App Note	Primus Telecommunications Canada 5343 Dundas Street West Suite 400 Toronto, Ontario M9B6K5 Canada 4166446107 www.primustel.ca	Canada																								X																											
IPC Unigy with Avaya IP Office using SIP Trunks IPC Unigy is a trading communication solution. The IPC Unigy uses SIP trunks to Avaya IP Office, for turret users on IPC to reach users on Avaya IP Office and on the PSTN.- Issue 1.0 (1496 kb) 7/5/2012	App Note	IPC Systems, Inc. Harborside Financial Center- Plaza 10 3 Second Street Jersey City, NJ 07311 United States 201 253-2000 www.ipc.com	United States																								X																											
Avaya IP Office 8.0 with AT&T IP Toll Free SIP Trunk Service - Issue 1.0 (2010 kb) 6/25/2012	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																								X																											
Avaya IP Office R8.0 with 2N Telekomunikace Helios IP. The 2N Helios IP Vario is a door intercom that supports both voice and video transmission in an IP environment using the SIProtocol and thanks to its many accessories, such as the display, card reader, attendance system, and keypad, it offers a broad range of uses. All of the settings and controls can be managed remotely through an Internet connection. - Issue 1.0 (1263 kb) 6/25/2012	App Note	2N Telekomunikace Modranska 621/72 Praha 4 Prague, 14301 Czech Republic +420261301519 www.2n.cz	Czech Republic																									X																											
Avaya IP Office 8.0 with Servicio Troncal SIP de Axtel - Issue 1.0 (1320 kb) 6/22/2012	App Note	Servicios Axtel, S.A. de C.V. Javier Barros Sierra 555 Col. Zodec Santa Fe Del. Alvaro Obregon Mexico, Mexico, D.F. 01210 Mexico +525550921847 www.axtel.com.mx	Mexico																								X																											
G-Tek Electronics AQ-10x with Avaya IP Office The G-Tek Electronics AQ-10x is a SIP-based telephone that integrates with Avaya IP Office as SIP endpoint.- Issue 1.0 (1755 kb) 6/22/2012	App Note	G-Tek Electronics Sdn. Bhd. 2493, Mukim 1, Lorong Perusahaan Lapan, Kawasan Perindustrian Perai, Perai., Penang 13600 Malaysia +604-3996808 +604-3996811 www.gtekcomm.com	Malaysia																									X																											
SIP Trunking between Metaswitch MetaSphere CFS 7.3 with Metaswitch Perimeta Session Border Controller 3.1.0 and Avaya IP Office 8.0(18) - Issue 1.0 (1242 kb) 6/22/2012	App Note	Metaswitch Networks 100 Church Street Enfield EN2 6BQ London, UK Tel: +44 20 8366 1177 Fax: +44 20 8363 4478	United States															X																																					
FCS WinExpress R2.0 with Avaya IP Office R8.0 FCS WinExpress R2.0 is a Windows-based hospitality system that provides a seamless interface with a hotel's Property Management System and Avaya IP Office. FCS WinExpress uses the SIP User, TAPI, SMDR, and Configuration Web Service interfaces from Avaya IP Office to provide call billing, voicemail, name and user profile template change,do not disturb, wake-up call, room status and mini-bar posting features. - Issue 1.0 (2102 kb) 6/15/2012	App Note	FCS Computer Systems Sdn Bhd C1001, Block C, Kelana Square No. 17, Jalan SS7/26, Kelana Jaya Petaling Jaya, Selangor 47301 Malaysia 60379537248 60379537300 www.fcsrs.com	Malaysia				X															X			X																															

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution																																				Industry												
				911/Emergency Compliance	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Avaya IP Office 8.0 with AT&T Mobility in Puerto Rico SIP Trunk Service - Issue 1.0 (1175 kb) 6/14/2012	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									X																								
Revolabs FLX SIP Conference Phone and Avaya IP Office - Issue 1.0 (1031 kb) 6/6/2012	App Note	Revolabs, Inc. 144 North Rd, Suite 3250 Sudbury, MA 01776, US. 1.978-610-4040 FLXsupport@revolabs.com www.revolabs.com	United States																								X																								
Broadview Networks Broadspeed SIP Trunking with Avaya IP Office - Issue 1.0 (947 kb) 6/1/2012	App Note	Broadview Networks 800 Westchester Ave. Suite N-501 Newark, NY 10573 United States 9738488884 www.broadviewnet.com	United States																									X																								
Edgewater Networks Enterprise Session Border Controllers supporting SIP Trunk Connectivity between sites with Avaya IP Office 8.0 - Issue 1.0 (1526 kb) 5/25/2012	App Note	Edgewater Networks 2895 Northwestern Parkway Santa Clara, CA 95051 United States 408 351 7200 FAX 408.727.6430 www.edgewaternetworks.com	United States															X																																				
Windstream SIP Trunking with Avaya IP Office Release 8.0 - Issue 1.0 (3215 kb) 5/25/2012	App Note	Windstream Communications Inc. 4001 North Rodney Parham Road Little Rock, AR 72212 United States 501.748.7222 www.windstream.com	United States																									X																								
AdvaTel InTouch 3.1 with Avaya IP Office 8.0 AdvaTel InTouch is an Outlook Add-on user application that runs on the user desktop to provide consolidated presence information for voice, email, SMS, and IM. - Issue 1.0 (1780 kb) 5/24/2012	App Note	AdvaTel +61 3 86958695 Australia support@advatel.com.au www.advatel.com.au	Australia		X																X																														
BBX Technologies Vuesion Multimedia Contact Center Voice Recording (using PRI Tap) Module with Avaya IP Office 8.0 The BBX Technologies Vuesion Multimedia Contact Center provideds skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The SIP User interface is used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface was used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. Voice Recording (using PRI Tap) module supports preconfigured recording by tapping into a physical PRI trunk and listen to the call through the PRI Tap	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																										
CenturyLink BroadWorks SIP Trunk with Avaya IP Office 8.0 - Issue 1.0 (915 kb) 5/16/2012	App Note	CenturyLink 5454 W 110 4th Floor Overland Park, KS 66212 United States 913-534-7733 www.centurylink.com	United States																									X																								
Zeacom Communications Center 6.1 with Avaya IP Office 8.0 The Zeacom Communications Center is a multi -channel and multi-contact solution that can handle voice, fax, web, and email contacts. The TAPI 2 in third party mode interface is used by Zeacom Communications Center to monitor hunt groups and agent users on Avaya IP Office. Incoming calls are routed by Zeacom Communications Center to available agents using the TAPI line redirect capability. The agents are configured as users on Avaya IP Office, with the ACD functionality provided by Zeacom Communications Center. The agents have desktop computers running the Zeacom Executive Desktop client software. Upon notified of an incoming hunt group call via TAPI events, Zeacom Communications Center redirects the call to an available agent, and populates the answering agent's desktop screen with call related information received via the TAPI interface. Call related actions such as answering of incoming calls can be initiated via the agent telephone, or via the agent desktop. The call related actions from the agent desktops are supported by Zeacom Communications Center using TAPI line control capabilities. The SIP User interface is used by Zeacom Commu nications Center to support voicemail, announcement, and recording features. Voicemail and announcement calls are redirected to an available SIP user to terminate to Zeacom Communications Center, and recording is accomplished by intruding a virtual SIP User onto the active call to pick up the media. - Issue 1.0 (3529 kb) 5/16/2012	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand						X	X	X										X															X	X														
BBX Technologies Vuesion Multimedia Contact Center Voice Recording (using internal recorder) Module with Avaya IP Office 8.0 The BBX Technologies Vuesion Multimedia Contact Center provideds skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The SIP User interface is used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface was used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. The Voice Recording (using internal recorder) module supports preconfigured and on -demand recording of both inbound and outbound calls. - Issue 1.0 (2115 kb) 5/16/2012	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																										
BBX Technologies Vuesion Multimedia Contact Center Email Queuing Module with Avaya IP Office 8.0 The BBX Technologies Vuesion Multimedia Contact Center provideds skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The SIP User interface is used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface was used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. The Email Queuing module routes emails to the agents based on the routing options configured. -	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																										
BBX Technologies Vuesion Multimedia Contact Center Additional Client Features with Avaya IP Office 8.0 The BBX Technologies Vuesion Multimedia Contact Center provideds skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The SIP User interface is used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface was used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. The Client performs the same features of a physical or softphone agent on a desktop agent in addition to extra features of its own. - Issue 1.0 (1807 kb) 5/11/2012	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																										
Avaya IP Office IP500 R8.0 with 2Ring IP Phone Services v5.0 - Issue 1.0 (1351 kb) 5/11/2012	App Note	2Ring, spol. s r.o. Plynarenska 5 Bratislava 2, Bratislava 821 09 Slovakia +421 2 58224550 +421 2 58224199 www.2Ring.com	Slovakia				X																																													
Windstream SIP Trunking with Avaya IP Office Release 8.0 - Issue 1.0 (1554 kb) 5/11/2012	App Note	Windstream Communications Inc. 4001 North Rodney Parham Road Little Rock, AR 72212 United States 501.748.7222 www.windstream.com	United States																									X																								

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: EBS / Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Routing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
BBX Technologies Vuesion Multimedia Contact Center Callback Number Queuing Module with Avaya IP Office 8.0 BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The Callback Number Queuing module enables customer's position in the queue to be remembered, and for the agent to initiate the call back to the customer via the TAPI make call capability. - Issue 1.0 (2042 kb) 5/11/2012	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																														
TalenTel-HCMS PMSI and Attendant Console with Avaya IP Office 8.0 PMSI works as a bridge between the two entities integrating the PBX with local Property Management software(TalenTel-HCMS). On one side, it establishes communication with local PMS and on the other side it establishes communication with PBX over an IP link. In the compliance testing, TalenTel-HCMS PMSI and Attendant Console used the TAPI and Configuration Web Service interfaces from Avaya IP Office to provide Check In/Check Out, Do Not Disturb, Name change, controlling external incoming calls using soft console features. Incoming calls are placed in call queue and hold queue where operators are assigned in groups to receiving such calls. Operators are able to conference, transfer, listen and intrude into calls, setting and cancelling call forward. Calling and called party information are captured from TAPI as well. There are other features that can be provided with the addition of Voice Mail and Voice System. - Issue 1.0 (1315 kb) 5/9/2012	App Note	TalenTel-HCMS Beijing Ultra Support Hotline at 400-700-8003 (China only) tech@allytel.com.cn	China			X																		X																							X							
BBX Technologies Vuesion Multimedia Contact Center Report Module with Avaya IP Office 8.0 BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements by using the SI P User, TAPI, and DevLink interfaces from Avaya IP Office. The Report module provides real time data for all the call events taking place for various modules of BBX Technologies Vuesion Multimedia Contact Center. - Issue 1.0 (2250 kb) 5/9/2012	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																														
BBX Technologies Vuesion Multimedia Contact Center Power Outdial Module with Avaya IP Office 8.0 BBX Technologies Vuesion Multimedia Contact Center provides skill based routing and announcements by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The Power Outdial module provides information to the agent to initiate outbound campaign calls to the customer. The SIP User interface is used by Vuesion to register virtual SIP users and to route incoming calls via an available SIP user in a hunt group to the Vuesion server. The TAPI interface is used by Vuesion to monitor and control the virtual SIP and physical agent and supervisor users, and to provide call control via the agent and supervisor desktops. The Power Outdial module presents customer records from outbound campaigns to available agents to dial out using the TAPI call control capabilities. - Issue 1.0	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																														
BBX Technologies Vuesion Multimedia Contact Center Networking Module with Avaya IP Office 8.0 BBX Technologies Vuesion Multimedia Contact Center provided skill based routing and announcements by using the SIP User, TAPI, an d DevLink interfaces from Avaya IP Office. The Networking module facilitates routing of Automatic Call Distribution(ACD) calls between multiple Avaya IP Office systems. - Issue 1.0 (1948 kb) 5/8/2012	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X	X	X	X																X																														
Edgewater Networks Enterprise Session Border Controllers with Avaya IP Office 8.0 in a Branch Office and Remote Users environment The EdgeProtect and EdgeMarc solution uses a VoIP Traversal mechanism, which allows the creation of a secure tunnel from a remote client to an external server across the untrusted network. All VoIP traffic flowing between the headquarters and branch sites will travel through this tunnel. This traffic will be encrypted, using Transport Layer Security (TLS) protocol. - Issue 1.0 (1244 kb) 5/7/2012	App Note	Edgewater Networks 2895 Northwestern Parkway Santa Clara, CA 95051 United States 408 351 7200 FAX 408.727.6430 www.edgewaternetworks.com	United States															X																X																								
VTX Services Connect PBX SIP Trunking Solution and Avaya IP Office 8.0 - Issue 1.0 (917 kb) 5/3/2012	App Note	VTX Services SA avenue de Lavaux 101 Pully, VD 1009 Switzerland +41 21 721 11 11 www.vtx.datacom.ch	Switzerland																								X																														
MultiTech FaxFinder® FFx40 Software version 1.1.8 with Avaya IP Office 8.0 The MultiTech FaxFinder is a fax application that uses the analog user interface from Avaya IP Office to send and receive fax. Outgoing faxes can be sent from the MultiTech FaxFinder Client application, from any PC application that supports print, T.37 "email to fax", or from the MultiTech FaxFinder web interface. - Issue 1.0 (3011 kb) 5/3/2012	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States																																		X	X																		
Voice4net EBS and ePBX with Avaya IP Office Voice4net EBS (Event Broadcasting System) provides call centers and public agencies the capability to broadcast messages via the telephone. Voice4net ePBX is an interactive voice response (IVR) system that can run custom applications. These Voice4net solutions interface to Avaya IP Office using SIP registration. - Issue 1.0 (953 kb) 5/3/2012	App Note	Voice4net 1826 Lakeway Drive Lewisville, TX 75057 United States 800-499-1159 214-292-8551 www.voice4net.com	United States	X	X																																																				
Voice4net SPPS with Avaya IP Office Voice4net SPPS provides a framework for implementing custom applications such as softphone and screen -pop applications.The SFDC softphone uses the Salesforce CTI Connector, which is a standard component of Voice4net SPPS, and uses TAPI drivers to Avaya IP Office. The Salesforce CTI Connector implements connectivity between the Salesforce softphone and the TAPI drivers to Avaya IP Office. Part of the functionality of the softphone is to provide screen-pops into the SFDC application, but it is also used as a softphone. - Issue 1.0 (706 kb) 5/3/2012	App Note	Voice4net 1826 Lakeway Drive Lewisville, TX 75057 United States 800-499-1159 214-292-8551 www.voice4net.com	United States					X																				X																													
ICR Evolution Software with Avaya IP Office R8 using Avaya IP Office TAPI Service Provider - Issue 1.0 (6317 kb) ISV Call center CTI solutions EVOLUTION is a 100% software solution for the efficient operation and management of Contact Centers. We provide SMEs and large companies with leading technology that returns the maximum benefit from interactions with their customers, through an efficient and flexible tool that easily integrates into existing infrastructures. Our specialized professionals design innovative strategies that support our global customers, starting from project definition through installation, implementation, training, and subsequent maintenance and progress. Contact Centers looking for a robust solution with the best cost/benefit relation in the market, find in EVOLUTION the tool that will increase productivity and meet their objectives. For more information, contact us through	App Note	ICR Parque Tecnologico BCNorte C/ Marie Curie 8-14 Bloque A Oficina 7 Barcelona, Barcelona 08042 Spain +34932289310 +34932289320 www.icr.es	Spain						X																																															
Avaya IP Office 8.0 with TELUS SIP Trunk Service - Issue 1.0 (1828 kb) 4/24/2012	App Note	TELUS Communications 15S, 10020 100 Street Edmonton, AB T5J 0N5 Canada 7804934992 www.telus.com	United States																									X																													
Status Solutions SARA with Avaya IP Office SARA (Situational Awareness and Response Assistant) is an automated alerting engine that integrates disparate life safety, security monitoring and environmental controls, turning alarms into managed voice and text alerts for delivery to designated communication devices. The SARA interface with Avaya IP Office leverages current generation SIP integration capabilities. SARA integrates with IP Office via SIP user registrations, expanding the value of those communication solutions by enabling audio alerts about critical life safety, security or environmental events to be delivered to single or multiple end points including mass notification. Audio alerts can be delivered to local	App Note	Status Solutions 1180 Seminole Trail Suite 440 Charlottesville, VA 22901 United States 866-646-7272 434-295-2568 www.statussolutions.com	United States	X																																																				
Frontier Communications SIP Trunking with Avaya IP Office Release 8.0 - Issue 1.0 (2230 kb) 4/19/2012	App Note	Frontier Communications 180 S CLinton Ave Rochester, NY 14646 United States (585) 500-4928 www.ftr.com	United States																									X																													
DATEL Call SWEET! Live Voice Recording with Avaya IP Office 8.0 Using Voicemail Pro is a contact center management solution,and Voice Recording is an optional component that provides call recording wave files from Avaya IP Office Voicemail Pro via the Call SWEET! Live web interface. - Issue 1.0 (1652 kb) 4/19/2012	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datelgroup.com	United States						X																	X																														

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hosting	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Routing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Massaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Polycom SoundStation Duo running UC software release 4.0.2 with Avaya IP Office Release 8.0 Polycom SoundStation Duo™ dual-mode analog and IP conference phone provides the ultimate in deployment flexibility and best-in-class investment protection - Issue 1.0 (1764 kb) 4/19/2012	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 998 2616 www.polycom.com	United States																										X																											
Avaya IP Office 8.0 with the Telmex SIP Trunk Service in Colombia - Issue 1.0 (1388 kb) 4/19/2012	App Note	Telmex Cra 7 63-44 Bogota, Cundinamarca 11111 Colombia 7480000 www.telmex.com.co	Colombia																																																					
Call SWEET! Live is a first-rate real-time contact center management solution that helps businesses increase overall efficiency, cut costs and improve customer service by monitoring and reporting on various real-time aspects of a contact center, from agent status and hunt group call activity to speed of answer and calls in queue. Additional features include alarms, live chat and wall boards. Call SWEET! Live also provides robust historical reporting through its layered call accounting application, Call SWEET!. Call SWEET! Live is highly scalable to meet the needs of any size company and versatile enough to fit any industry. DATEL Call SWEET! with Avaya IP Office 8.0 - Issue 1.0 (1069 kb) 4/19/2012	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States						X																																													
DATEL Call SWEET! Live Click-2-Dial with Avaya IP Office 8.0 DATEL Call SWEET! Live is a contact center management solution, and Click-2-Dial is an optional component that enables agents to highlight numbers and press a hot key to automatically launch the outbound call. Click-2-Dial can support numbers from applications such as web browsers, emails, spreadsheets, databases, text documents,etc. Non numeric characters are stripped from the highlighted number,and any required network prefixes are pre-pended to the number by Click -2-Dial before sending to Avaya IP Office. - Issue 1.0 (1543 kb) 4/19/2012	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States					X	X																																												
DATEL Call SWEET! Live CRM Integration with Avaya IP Office 8.0 DATEL Call SWEET! Live is a contact center management solution, and CRM Integration is an optional component that supports retrieval of calling party information from existing CRM application and make available to answering agents. - Issue 1.0 (1315 kb) 4/17/2012	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States						X					X																																								
DATEL Call SWEET! Live Outbound Dialer with Avaya IP Office 8.0 - Issue 1.0 (1658 kb) DATEL Call SWEET! Live is a contact center management solution, and Outbound Dialer is an optional component that enables upload of call lists and automatic placement of outbound calls on behalf of available agents. Call lists are uploaded by supervisors via the Call SWEET! Live web interface. Agents have the DATEL Call SWEET! Live Widgets application running on the desktops. When an agent becomes available for an outbound call, Outbound Dialer uses the TAPI Make Call function from Avaya IP Office to place the call on behalf of the agent. The agent uses the telephone connected to Avaya IP Office to manually hear the call progress. The data obtained from the DevLink events as part of the basic DATEL Call SWEET! Live integration with Avaya IP Office, is used by Outbound Dialer to determine when the agent is finished with the current call and ready for the next. Outbound Dialer can also automatically add the calling party number from any abandoned inbound calls to the outbound call list, so that the abandoned caller can be called back. 4/17/2012	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States					X	X																																											
Biamp Tesira SVC-2 and Avaya IP Office - Issue 1.0 (1136 kb) The Tesira SVC-2 enables conferencing over VoIP directly from Tesira SERVER-IO, with two channels of VoIP interface per card. Tesira SVC-2 allows Tesira SERVER-IO to connect directly to IP-based phone systems and eliminate the need for VoIP adapters. Used in conjunction with SEC-4 4-Channel Wideband Acoustic Echo Cancellation Input Cards and STC-2 Dual-Channel Telephone Interface Cards, the Tesira SVC-2 makes Tesira SERVER-IO a powerful, flexible, and affordable telephone conferencing product available. Combined with the STC-2 Card, the Tesira SVC-2 makes it possible to create redundancies within a conferencing system for multipoint conferences and/or back-up to VoIP lines. Up to 6 Tesira SVC-2 can be installed into a single Tesira SERVER-IO unit.	App Note	Biamp Systems 9300 SW Gemini Drive Beaverton, OR 97008 United States 5036417287 5036260281 www.biamp.com	United States																																																			
MTS Allstream SIP Trunking with Avaya IP Office - Issue 1.0 (918 kb) April 4, 2012	App Note	MTS Allstream 200 wellington street west suite 1200 toronto, Ontario m5v 3G2 Canada 1-416- 345-3125 www.mtsallstream.com	Canada																										X																											
Bittel Electronics Uno Voice Series Analog Telephones with Avaya IP Office - Issue 1.0 (469 kb) Bittel is the leading manufacturer for hotel phones. Over 6 millions Bittel hotel phones have been installed worldwide. Based on the innovative hotel feature, high quality and competitive price, Bittel has becoming new standard in the hospitality industry April 3, 2012	App Note	Bittel Electronics Co. Ltd. No.1 Rizhao North Road, Rizhao, Shandong 276800 China +86-633-2212103 +86-633-2212118 www.bittelcorp.com	China																																																			
Avaya IP Office 7.0 with Tele2 VoIPConnect Service - Issue 1.0 (1760 kb) April 2, 2012	App Note	Tele2 Zakelijk Wisselwerking 58 Diemen, Noord Holland 1112XS Netherlands +31629046614 www.tele2zakelijk.nl	Netherlands																																																			
XO Communications SIP Trunking with Avaya IP Office Release 8.0 - Issue 1.0 (2224 kb) March 28, 2012	App Note	XO Communications 13865 Sunrise Valley Drive Herndon, VA 20171 United States 703 547 2000 972-516-3556 www.xo.com	United States																										X																											
Libatel SharpDial with Avaya IP Office R8 to capture CDR records - Issue 1.0 (2994 kb) March 28, 2012	App Note	Libatel Debahy Center, Charles de Gaulle Av. Sin el Fil, beirut, beirut 852147 Lebanon 9611485160 www.libatel.com	Lebanon																																																			
Sagemcom XMediusFAX fax server with Avaya IP Office - Issue 1.0 (1632 kb) XMediusFAX is a software based fax server that sends and receives fax calls over an IP network. In the configuration tested, XMediusFAX interoperates with Avaya IP Office to send/receive faxes using SIP trunks and the T.38 fax protocol between XMediusFAX and the Avaya SIP infrastructure. March 28, 2012	App Note	Sagemcom 5252 Maisonneuve Blvd. West Suite 400 Montreal, Quebec H4A 3S5 Canada +1 888-766-1668 +1 (514) 787-2111 www.sagemcom-xmedius.com/	Canada																										X	X							X																		
Cbeyond SIP Trunking with Avaya IP Office 7.0 - Issue 1.0 (2417 kb) March 28, 2012	App Note	Cbeyond Communications 320 Interstate N. Pkwy Atlanta, GA 30339	United States																										X																											

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Routing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
dvsAnalytics Encore 2.3.1 with Avaya IP Office 8.0 - Issue 1.0 (1045 kb) The Encore Suite includes voice recording, screen recording, agent scorecards, and reporting and analytics all designed to give you a 360 degree view of each customer's experience. Encore Voice Recording includes 100% or selective recording; security and encryption; a powerful Filter Wizard that searches & retrieves recordings; and certified integrations with all major telephony switches. Encore Screen Recording Records ALL screen activity, including data entered, websites visited, e-mails sent and chat sessions; enables evaluators to view videos (not screen shots), and email the recording in avi file format; and supports multi-monitor environments. Create Agent Scorecards that align KPIs with the goals of the organization; evaluate and score agent performance in real-time; provide the agent with immediate feedback by sending the completed scorecard and video recording via e-mail; and gather and analyze critical marketing information to understand which scripts need modifications and how well customers rate the quality or value of a product or service. Encore Reporting and Analytics solution incorporate data from all Encore modules and third-party systems to provide a complete picture of call results; allows users to drill down to the individual agent score cards and recordings and identify coaching opportunities; is secure, allowing users views of only their groups; and can be scheduled to be emailed automatically to pre-defined individuals/group for review. Encore API captures specific data, including the customer name, account number, call results codes, etc. from desktop applications; captures the ANI, DNIS, Agent ID, etc. from telephony switch; records only a specific portion of a call, such as verification of a sale or Mini Miranda; and controls when to encrypt or remove sensitive information from the recording, while retaining the remainder of the recording for training or QA. March 27, 2012	App Note	dvsAnalytics 17255 N. 82nd St. Suite 4 Scottsdale, AZ 85255 United States 480.538.2020 480.538.2021 www.dvsAnalytics.com	United States						X																																																
Avaya IP Office R8.0 with Vodafone NL SIP Trunking Service - Issue 1.0 (2045 kb) March 26, 2012	App Note	Vodafone NL Ekkersrijt 4401 Son, Brabant 5692 DL Netherlands +31 43 3555555 www.tnf.nl	Netherlands																									X																													
Avaya IP Office R8.0 with Xarios Call Recorder with a PRI Trunk - Issue 1.0 (930 kb) Features such as the Tagging of recording into your CRM database, Network archiving and retrieval using sophisticated search and playback options; all in a secure environment that complies with the latest regulations and legislation. March 26, 2012	App Note	Xarios Limited Unit 7 Digital Park Pacific Way Salford Quays, Manchester M50 1DR United Kingdom 08453736880 08453736881 www.xarios.com	United Kingdom																							X																													
Xima Chronicall Realtime Module with Avaya IP Office 8.0 - Issue 1.0 (1038 kb) Xima Chronicall Realtime Module with Avaya IP Office The Chronicall Realtime module allows you to see real-time information and run comprehensive reports on every agent's state and call activity. The Realtime module gives you an accurate idea of where your personnel resources are distributed at any specific point, as well as over any specific time period as a trend. Working in conjunction with Chronicall's robust reporting capabilities, the Realtime Monitoring gives you the capability you need to better manage your team. Chronicall's fully customizable Realtime Views show you exactly what you want to see, exactly how you want	App Note	Xima Software 4894 Commerce Drive Suite E Murray, UT 84107 USA 888.944.9462 888.944.9462 ximasoftware.com	United States				X		X																															X		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Avaya IP Office 7.0 with Tri-Line TIM Enterprise 3.0.0.78 using TCP - Issue 1.0 (1197 kb) Tri-Line TIM Enterprise with Avaya IP Office TIM Enterprise allows you to log calls from multiple IP Office's into one centralised facility. The largest installed system currently has 63 IP Offices feeding into one TIM Enterprise. Sites are based around the globe and therefore require numerous tariffs and international time zone reconciliation i.e. each site logs at local time. The unique objects-based directory in TIM Enterprise places no limits on hierarchical width or depth of this facility, meaning you can faithfully recreate any company's actual structure. TIM Enterprise doesn't place any restrictions on the number of users who can concurrently access the system and allows you to dictate access levels e.g. all sites, a specific region, a specific site or just a specific team. Connection via IP on Port 9000 is easy. TIM Enterprise can handle duplicate extensions, international time zone reconciliation, Intelligent Inter-SiteTrunk Routing, Mobile CDR billing, and multiple tariffs. Advanced reporting options means you get interactive graphs and fully-clickable headers on all web reports as well as the option to run immediately or schedule for future delivery to PDF, Excel, CSV or XML. Thanks to its unique live call processing engine, TIM Enterprise has the unprecedented ability to provide dynamic, statistics at any number of points inside your organizational structure, so display boards can be fully customized to show group members' call statistics, leader board panels, summary panels, live RSS feeds and web pages. March 23, 2012	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				X																																																	
Xima Chronicall with Avaya IP Office 8.0 - Issue 1.0 (705 kb) Chronicall is a Call Reporting software suite which integrates with Avaya IP Office. Chronicall provides a thin client interface which provides access to all of Chronicall's standard reports, custom reports, report schedules, recorded calls, real-time views, and configuration. Chronicall comes with over 80 standard reports, charts and graphs. The optional Custom Reports module allows you to edit any standard reports or create completely new reports with your unique criteria. The optional Recording Library module allows you to search, filter, find, and listen to any calls recorded by IP Office. The optional Realtime module provides intelligent user interfaces that give your call center supervisors the real-time information they need to make time critical adjustments. March 23, 2012	App Note	Xima Software 4894 Commerce Drive Suite E Murray, UT 84107 USA 888.944.9462 888.944.9462 ximasoftware.com	United States				X		X																	X																													
Xima Chronicall Recording Library Module with Avaya IP Office 8.0 Using Voicemail Pro - Issue 1.0 (1084 kb) Xima Chronicall Recording Library Module with Avaya IP Office Using Voicemail Pro Chronicall integrates seamlessly with Voice Mail Pro to provide unsurpassed archival and retrieval of calls recorded by Avaya IP Office. The Chronicall Recording Library allows you to listen to every call your IP Office logs. Finding recorded calls has never been easier than it is with Chronicall. Searching for entire calls using the advanced Cradle to Grave view means you can sort, search, filter, and find calls by virtually any criteria. March 23, 2012	App Note	Xima Software 4894 Commerce Drive Suite E Murray, UT 84107 USA 888.944.9462 888.944.9462 ximasoftware.com	United States				X		X																	X																													
SIP Trunking Using Verizon Business IP Contact Center VoIP Inbound and Avaya IP Office Release 8 - Issue 1.1 (2000 kb) The Verizon Business IP Contact Center VoIP Inbound offer referenced within these Application Notes enables a business to receive inbound toll free calls via standards-based SIP trunks, without the need for additional TDM enterprise gateways or TDM cards and the associated maintenance costs. IP Office Release 8 has not been independently certified by Verizon labs. These Application Notes can be used to facilitate customer engagements via the Verizon field trial process, pending Verizon labs independent certification. Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted in the Avaya Solution & Interoperability Test Lab, utilizing a Verizon Business Private IP (PIP) circuit connection to the Verizon Business IP Contact Center service. March 21, 2012	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																										X																												
Cablevision Optimum Voice SIP Trunking with Avaya IP Office Release 8.0 - Issue 1.0 (2146 kb) March 20, 2012	App Note	Cablevision Systems Corp 1111 Stewart Ave Bethpage, NY 11714 516-803-2300 www.cablevision.com	United States																									X																												
recordX from Oak Telecom with Avaya IP Office R8 using a Passive Tap on ISDN Q.931 Trunk - Issue 1.0 (2210 kb) Oak Telecom's recordX Call Recording (recordX) records telephone calls by monitoring ISDN trunk groups. recordX uses OptiLogix PCI cards to capture and process voice data. The OptiLogix PCI card is connected to an E1 trunk group by use of a high impedance tap. Integration is achieved using ISDN Q.931 messaging over the D-Channel. Q.931 events are used by recordX as triggers to control recordings on the B-Channels. recordX has a web interface, through which the system may be configured and maintained and through which	App Note	Oak Telecom 7 Albany Park Cabot Lane Poole, Dorset BH17 7BX United Kingdom +44 0800 9889 625 +44 0800 9889 626 www.oak.co.uk	United Kingdom																							X																													
Tri-Line TIM Professional 2.181 using TCP - Issue 1.0 (1247 kb) TIM Professional is a Windows-based application call logger that uses Station Message Detail Reports (SMDR) data output from the Avaya IP Office. TIM Professional checks the data, costs it and stores it automatically in its database. TIM Professional can produce a whole range of management reports with graphs, charts and tables, custom-defined if required. All of its functions can be performed from using a standard web browser, no client software is required. March 1, 2012	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				X																																																	

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications Suite	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
reportX from Oak Telecom with Avaya IP Office R8 - Issue 1.0 (2813 kb) reportX Call Logging (reportX) is a call management and reporting software package designed to report on the phone activity of a business. reportX collects, stores and processes these Call Detail Recording (CDR) records to provide usage analysis, call costing and billing capabilities. Avaya IP Office R8 (IP Office) can generate call detail records for intra-switch calls, inbound trunk calls and outbound trunk calls. In addition, split records can be generated for transferred and conference calls. March 19, 2012	App Note	Oak Telecom 7 Albany Park Cabot Lane Poole, Dorset BH17 7BX United Kingdom +44 0800 9889 625 +44 0800 9889 626 www.oak.co.uk	United Kingdom				☒		☒																																															
Avaya IP Office Release 8.0 with AT&T IP Flexible Reach SIP Trunk Service - Issue 1.0 (3277 kb) March 19, 2012	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									☒																												
Komutel SIT with Avaya IP Office - Issue 1.0 (1091 kb) The Komutel SIT Console (Solution for Integrated Telecommunications) provides a PC based communications center with enhanced control of call handling features. It provides the ability to handle a high volume of calls and offers tools designed to manage telephony functions and Presence Management to monitor the availability of users. March 14, 2012	App Note	Komutel Inc. 15120 Lacroix Blvd St-Georges, Quebec G5Y 1R7 Canada 1-877-225-9988 (418) 225-9989 www.komutel.com	Canada					☒																																																
Resource Software International Shadow Real-Time Dashboard with Avaya IP Office - Issue 1.0 (967 kb) RSI Shadow RTD is a computer telephony solution that uses the CTI Link Pro (DevLink and 3rd Party TAPI) interface to Avaya IP Office to provide real-time monitoring of hunt groups and agents activities (i.e. calls handled, agent status, wait times, etc). Shadow Real Time Dashboard (RTD) is a powerful browser-based communications management solution that provides supervisors with instantaneous metrics about communication facilities and offers workgroup agents immediate feedback. The software can be accessed from your desktop or from anywhere around the world using the true web interface. Shadow RTD enables businesses to track, manage and optimize their call centers. The success of most organizations is directly related to their ability to respond to the needs of customers in a professional and timely manner. A well oiled communication ecosystem and trained personnel are key ingredients in reducing operating costs and increasing customer satisfaction. A properly working call center can distinguish your business and provide a competitive advantage, while an overloaded, inaccurate or malfunctioning call handling	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada						☒												☒				☒														☒								☒	☒		☒								
TONE Software ReliaTel with Avaya IP Office 8.0 - Issue 1.0 (1540 kb) ReliaTel fault and performance management application (IP Office) ReliaTel comprehensively monitors and manages diverse voice and data networks across multi-vendor TDM, IP Telephony and Unified Communications networks and expands this reach into SMB market segments that have installed IP Office. Using ReliaTel, Channel Partners can leverage a single cost-effective solution to manage the entire voice environment, and significantly lower annual voice network maintenance costs with no additional staff, infrastructure upgrades, or major hardware purchases. And, ReliaTel fits seamlessly into all network environments, with extensive connectivity options, agent-less monitoring and automated management that reduce administration and maintenance overhead. Plus, using ReliaTel's optional analysis and reporting facility, you'll have the operational statistics, traffic, and performance reports you need to identify bottlenecks and maintenance issues that negatively impact your service levels. You'll also get the critical insight you need to plan preventative maintenance and upgrades that may eliminate costly	App Note	Tone Software Corporation 1735 South Brookhurst St. Anaheim, CA 92804 United States 800 833-8663 714 991-1831 www.tonesoft.com	United States																☒						☒																															
Resource Software International Tools OSN with Avaya IP Office - Issue 1.0 (811 kb) tools OSN is a unique application designed specifically to work with Avaya IP Office environments to watchdog the system. Valuable time is often lost in trying to locate the individual that placed an emergency call. tools OSN can broadcast emergency/event notification to telephone sets, email or network computers regardless of the type of emergency or crisis. Seconds can make the difference in saving lives, property and money when dispensing critical information and responding to emergencies. tools OSN guards your system from malicious use. If an emergency 911 call is dialed, it immediately notifies a security extension or authorized desktops. tools OSN instantly	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	☒																																																				
Avaya IP Office 7.0 with Tri-Line TIM Plus 3.0.0.78 using TCP - Issue 1.0 (1296 kb) TIM Plus is our most popular solution on IP Office with over 2,000 installs. Connection via Port 9000 is simple and within seconds of install you can provides advanced call logging for up to 400 users across one to five IP Offices. TIM Plus runs as a Windows Service and all of its functions, configuration, and call reports are accessible through any standard web browser. All reports can be run on an ad-hoc basis or scheduled for future delivery. Report formats include Web, PDF, XML, CSV and Excel. Web reports include interactive graphs and clickable headers for easy re-ordering of data. Thanks to its unique live call processing engine, TIM Plus also has the unprecedented ability to provide dynamic statistics at any number of points inside your organizational structure, so display boards can be fully customized to show group members' call statistics,leader board data, and even local weather reports! TIM Plus provides you IP Office users with enterprise functionality at SME prices. March 1, 2012	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				☒																																																
NMS Adaptive Suite with Avaya IP Office R8 using Avaya IP Office TAPI Service Provider - Issue 1.0 (2947 kb) The Adaptive Contact Centre is a suite of modules. Each can be run independently or can be a part of a comprehensive multichannel contact centre. Adaptive CTI Professional is a fully featured CTI product. It can be used to screen-pop non TAPI compliant applications and can be used in a Citrix or Terminal Services environment. Adaptive Contact Center comprises a suite of computer telephony applications that enhance the functionality of Avaya IP Office. • Adaptive CTI Basic, an entry-level CTI product, is supplied as a site-wide license and supports a maximum of 250 concurrent users in Terminal Services and Citrix environments. • Adaptive CTI Professional, a fully-featured CTI product, provides a simple but effective way to add computer telephony features to almost any software application. The NMS Adaptive sales team is expert at CTI integration and available to help create a working integration pre-sale. This service is free of charge. • Adaptive Desktop SMS enables users to send and receive SMS/TXT messages from a PC to cell phones. • Adaptive Office Bundle provides Adaptive CTI Professional and Adaptive Desktop SMS in a single, discounted license. • Adaptive Hybrid Call Recorder is a trunk-side recorder that records all telephone calls made and received. The Adaptive Call Recorder is considered "hybrid" because it can be configured to record from any mixture of SIP, Analog, Euro ISDN BRI/PRI and T1 telephone lines. Recordings are stored on a central PC and can easily be searched using a wide variety of parameters. They can also be exported in an industry-standard WAV format. Recordings can be backed up and archived using any standard computer media, including: Tape, DVD and Network Attached Storage (NAS). An integration toolkit is available for customers who wish to access call recordings through their own applications. • Adaptive Progressive and Predictive Dialers offer management control and reporting. These applications support a number of different dialing styles, including Preview, Progressive, Predictive and Overdial. Screen-popping, database integration and comprehensive management reporting capabilities are also included. Data can be imported from and exported to SQL databases enabling unified reports to be generated covering both	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		☒				☒	☒																	☒	☒																														
Multi-Tech FaxFinder® IP with Avaya IP Office - Issue 1.0 (1351 kb) The FaxFinder fax server is an all-in-one fax-to-email server, allowing you to send and receive faxes from your computer. It converts faxes to PDF or TIFF files allowing you to send faxes from any application that can print and receive faxes as e-mails, wherever you are. The solution provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. In addition, it provides secure, convenient faxing for LAN users offering a high degree of privacy for both the sender and recipient. This completes the IP Office unified communication solution by delivering faxes to the inbox. This is the FFx20 model series. Issue 1.0 (2527 kb) Mar 1, 2012	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States																																	☒	☒																	

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
ICR Evolution Software with Avaya IP Office R7 using Avaya IP Office TAPI Service Provider - Issue 1.0 (6048 kb) ISV Call center CTI solutions EVOLUTION is a 100% software solution for the efficient operation and management of Contact Centers. We provide SMEs and large companies with leading technology that returns the maximum benefit from interactions with their customers, through an efficient and flexible tool that easily integrates into existing infrastructures. Our specialized professionals design innovative strategies that support our global customers, starting from project definition through installation, implementation, training, and subsequent maintenance and progress. Contact Centers looking for a robust solution with the best cost/benefit relation in the market, find in EVOLUTION the tool that will increase productivity and meet their objectives. For more information, contact us through	App Note	ICR Parque Tecnologico BCNorte C/ Marie Curie 8-14 Bloque A Oficina 7 Barcelona, Barcelona 08042 Spain +34932289310 +34932289320 www.icr.es	Spain						☒																																													
Avaya IP Office Release 8.0 with AT&T IP Flexible Reach SIP Trunk Service - Issue 1.0 (3277 kb) Feb 20, 2012	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																																																			
SIP Trunking between Avaya IP Office R8.0 and Cisco Unified Communications Manager 8.6.2 - Issue 1.0 (1088 kb) Feb 16, 2016	App Note	www.cisco.com	United States																									☒																										
BBX Technologies Vuesion Multimedia Contact Center provided skill based routing, announcements, and call reporting by using the SIP User, TAPI, and DevLink interfaces from Avaya IP Office. The BBX Technologies Vuesion Multimedia Contact Center with Avaya IP Office R8. Vuesion Contact Center is an integrated communications suite consisting of robust, feature-rich applications designed to meet the business and customer service needs of small and medium businesses. Vuesion Contact Center delivers Multimedia contact center, call recording, and computer-to-telephony integration across your enterprise in a tightly-integrated, modular design so you can build the solution that best fits your unique business. Now, with Vuesion Contact Center application suite, small and medium businesses can experience real world benefits – enhanced customer service, improved productivity, and increased profitability – through the ability to communicate more efficiently and effectively	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				☒		☒	☒																☒																												
Call SWEET! Live is a first-rate real-time contact center management solution that helps businesses increase overall efficiency, cut costs and improve customer service by monitoring and reporting on various real-time aspects of a contact center, from agent status and hunt group call activity to speed of answer and calls in queue. Additional features include alarms, live chat and wall boards. Call SWEET! Live also provides robust historical reporting through its layered call accounting application, Call SWEET!. Call SWEET! Live is highly scalable to meet the needs of any size company and versatile enough to fit any industry. DATEL Call SWEET! Live with Avaya IP Office 8.0 - Issue 1.0 (1593 kb) Feb 9, 2012	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States						☒																																													
Level 3 SIP Trunking with Avaya IP Office Release 7.0 - Issue 1.0 (1492 kb) Feb 9, 2012	App Note	Level 3 Communications 1025 Eldorado Blvd. Broomfield, CO 80021 United States 720-888-1000 www.level3.com	United States																									☒																											
Phonect SIP Trunk Service and Avaya IP Office 7.0 - Issue 1.0 (1742 kb) Feb 9, 2012	App Note	Phonect AS Strandveien 13 Lysaker, Akershus 1366 Norway +4721677000 www.phonect.no	Norway																									☒																											
Telephonetics IP Messaging Utility with Avaya IP Office 8.0 Using External Music On Hold - Issue Feb 7, 2012	App Note	Telephonetics Inc. 2841 Corporate Way Miramar, FL 33025 United States 800-446-5366 x5961 954.556.5990 www.telephonetics.com/partnercentral	United States																		☒																																					
Telephonetics IP Messaging Utility with Avaya IP Office 8.0 Using Voicemail Pro Telephonetics IP Messaging Utility provideds customized audio recording files for the Avaya IP Office Voicemail Pro application. Issue 1.0 (995 Feb 1, 2012	App Note	Telephonetics Inc. 2841 Corporate Way Miramar, FL 33025 United States 800-446-5366 x5961 954.556.5990 www.telephonetics.com/partnercentral	United States																		☒																																					
Resource Software International Shadow CMS with Avaya IP Office Shadow CMS is a fully-scalable communication management solution allowing administrators to forecast, monitor and allocate communications management expenses. It also provides metrics for facility planning, customer service, workforce management and bill back. Shadow CMS interfaces with Avaya telephone systems for real-time data retrieval. The information is processed, assigned a cost and delivered to property management systems for billing integration. Issue 1.0 (738 kb) Feb 2, 2012	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada				☒														☒					☒																																			
Resource Software International Revolution Web Call Accounting with Avaya IP Office Revolution Web Compliant with Avaya IP Office Solution. Revolution Web Call Accounting is a dynamic browser-based communications management solution that can be deployed in minutes. Revolution Web can allocate telecom expenses to individuals or departments. It is equipped with an embedded SQL database engine, built-in Web server and automated reporting. Revolution Web can monitor incoming and outgoing calls in real-time. Alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting. Revolution Web can be deployed in virtually any enterprise. Issue 1.0 (754 kb) Feb 1,	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	☒			☒																		

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution																																			Industry												
				E911/Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hosting	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Intelepeer SIP Trunking with Avaya IP Office 7.0 - Issue 1.0 (1264 kb) Jan 13, 2012	App Note	IntelePeer, Inc. 2855 Campus Drive Suite 200 San Mateo, CA 94403 United States +1 650-525-9200 +1-650-287-2628 www.intelepeer.com	United States																									X																								
Avaya IP Office IP500 R7.0 with 2Ring TAS v3.2.4 - Issue 1.0 (971 kb) Jan 13, 2012	App Note	2Ring, spol. s r.o. Plynarenska 5 Bratislava 2, Bratislava 821 09 Slovakia +421 2 58224550 +421 2 58224199 www.2ring.com	Slovakia				X																																												
Avaya IP Office 7.0 with AT&T Mobility SIP Trunk Services in Puerto Rico, using SIP Trunk Registration and Digest Authentication - Issue 1.0 (969 kb) Jan 11, 2012	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									X																								
SIP Trunking Using Verizon Business IP Contact Center VoIP Inbound and Avaya IP Office Release 8 - Issue 1.0 (1877 kb) Dec 16, 2011	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																									X																								
Telcomp Pickup and Avaya IP Office using TAPI PICKUP is a CTI middleware that allows features such as CALLER ID screen pops to be integrated into any end user application in most computer environments. The solution provides improved customer service by automating customer lookup based upon CALLER ID. Additionally PICKUP can provide 911 alerting and notification via the LAN or WAN tomultiple locations for Avaya IP Office. Issue 1.0 (1823 kb) Dec 14, 2011	App Note	Telcomp, Inc. P.O. Drawer 2065 Apopka, FL 32704 United States 407-889-7377 407-880-2543 www.telcomp.com	United States	X				X																			X																								
Zeacom Communications Center 6.0 with Avaya IP Office 7.0 Zeacom delivers Unified Communications (UC) solutions, by seamlessly unifying telephony and computer applications into high-end functionality such as Rich Presence, Intelligent Mobility and Conferencing. Zeacom has rolled out its solutions to some 2500 organizations worldwide. A Zeacom solution is extremely cost-effective as it runs on one server, providing a single user application and one administrative interface; delivering advanced UC functionality to businesses with up to 2500 desktops. Issue 1.0 (3396 kb) Dec 14, 2011	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X												X															X	X													
Telcomp Dialer and Avaya IP Office using TAPI TCDIAL offers data-scrape dialing capability for any application via the TAPI Light Link in IP Office. This includes custom databases and browser based applications. Issue 1.0 (1785 kb) Dec 13, 2011	App Note	Telcomp, Inc. P.O. Drawer 2065 Apopka, FL 32704 United States 407-889-7377 407-880-2543 www.telcomp.com	United States					X																			X																								
Telcomp Pickup and Avaya IP Office using DevLink PICKUP is a CTI middleware that allows features such as CALLER ID screen pops to be integrated into any end user application in most computer environments. The solution provides improved customer service by automating customer lookup based upon CALLER ID. Additionally PICKUP can provide 911 alerting and notification via the LAN or WAN tomultiple locations for Avaya IP Office. Issue 1.0 (2569 kb) Dec 13, 2011	App Note	Telcomp, Inc. P.O. Drawer 2065 Apopka, FL 32704 United States 407-889-7377 407-880-2543 www.telcomp.com	United States	X				X																			X																								
Empix evolve v3.1 Skypetophone with Avaya IP Office 7.0 xtension evolve is a suite of unified communications applications with a web based GUI. All of the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the xtension evolve server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). xtension evolve skypetophone enables Skype calls to be forwarded directly to users' desktop phones and also allows users to place calls to Skype contacts without the need for a PC with headset and microphone. Skype contacts are stored in the system phonebook and can be called easily by dialing their assigned speed dial on a desktop phone. With skypetophone, Skype calls are treated as regular telephone calls and can be put on hold or transferred to another extension of the PBX. Issue 1.0 (1613 kb) Nov 21, 2011	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy		X												X				X														X		X						X						
Avaya IP Office 7.0 Integration with Skype Connect R2.0 - Issue 1.0 (891 kb) Nov 8, 2011	App Note	www.skype.com/intl/en - us/business/skype-connect	United States																									X																								
Xtreme Power Conversion® Xtreme Standby Tower with Avaya IP Office Xtreme Power Conversion Corporation designs, produces and delivers power quality and data center solutions that solve real-world customer problems while providing the best cost to performance ratio in the industry Issue 1.0 (1300 kb) Nov 8, 2011	App Note	Xtreme Power Conversion Corp 7474 Creedmoor Rd Raleigh, NC 27613 United States 800-582-4524 www.xpcc.com	United States															X																																			
Belgacom SIP Trunk Service and Avaya IP Office 7.0 - Issue 1.0 (2088 kb) Nov 8, 2011	App Note	Belgacom Geldenaaksebaan 335 Heverlee, Heverlee B-3001 Belgium +32 (0)16 38 28 28 www.telindus.be	Belgium																									X																								
Ascom Wireless IP-DECT SIP Solution with Avaya IP Office in a Converged Voice over IP and Data Network - Issue 1.0 (1450 kb) Oct 27, 2011	App Note	Ascom (Sweden) AB Grimbodalen 2 40276 Gothenborg Gothenburg, N/A 402 76 Sweden +46 31 559300 +46 31 552031 www.ascom.com/as	Sweden																								X																								
British Telecom Wholesale/HIPCOM SIP Trunk Service and Avaya IP Office 7.0 - Issue 1.0 (2407 kb) Oct 25, 2011	App Note	BT Global Services 81 Newgate Street London, London EC1A 7AJ United Kingdom 01977 591400 www.btglobal.com	United Kingdom																									X																								
Windstream Sonus SIP Trunking with Avaya IP Office Release 7.0 - Issue 1.0 (1269 kb) Oct 21, 2011	App Note	Windstream Communications Inc. 4001 North Rodney Parham Road Little Rock, AR 72212 United States 501.748.7222 www.windstream.com	United States																									X																								
Windstream with Avaya IP Office (7.0.5) - Issue 1.0 (1180 kb) Oct 21, 2011	App Note	Windstream Communications Inc. 4001 North Rodney Parham Road Little Rock, AR 72212 United States 501.748.7222 www.windstream.com	United States																									X																								

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Telesoft PMSI-Desk 4.10 with Avaya IP Office 7.0 TeleSoft is a pioneer in introducing Telephone Call Accounting Solutions to the Indian market. We have multiple products in Telephone Call Data Analysis- from basic Call Data Analysis software to full-fledged web-based telephone call accounting software for multi-locations. Among the total clientele, which is more than 3000, there are Multinationals, Five-star hotels and large business corporates. TeleSoft is recognized for delivery of reliable products and solutions, backed with an efficient after-sales support. Most of the solutions are designed in proprietary scripting languages. These languages form the core of most of the applications. This core plays important role of delivering instant and reliable solutions. In the communication domain, applications are expected to run continuously without any downtime. Hence, while building such applications - reliability constitutes a major part of application ingredients along with the UI. Issue 1.0	App Note	Telesoft G1/G2, Prasad Hanuman Cross Road No.1, Vile Parle East Mumbai, Maharashtra 400057 India +91-22-26155141 +91-22-26154923 www.telesoft.in	India				☒																																																
Avaya IP Office IP500 R7.0 with 2Ring NetFAX R3.0 2Ring NetFAX (Business Fax Solution) makes the process of sending and receiving fax messages significantly more efficient. Users sending fax messages with 2Ring NetFAX (Business Fax Solution) will only need procedures used in traditional office applications. The set of skills necessary for 2Ring NetFAX (Business Fax Solution) is comparable to those for sending email messages or for printing a document. 2Ring NetFAX (Business Fax Solution) solution will bring significantly more effectivity and flexibility to your company's communication processes. It will help your employees and managers: To communicate by fax effectively and with ease. To save company's financial resources for 3rd party software and hardware. To utilize full potential of 2Ring Unified Communications solution through integration with	App Note	2Ring, spol. s r.o. Plynarenska 5 Bratislava 2, Bratislava 821 09 Slovakia +421 2 58224550 +421 2 58224199 www.2Ring.com	Slovakia																																☒																			
2N Telekomunikace Helios IP to interoperate with Avaya IP Office 7.0 The 2N Helios IP is a door communicator that supports both voice and video transmission using the Session Initiation Protocol (SIP). Issue 1.0 (2393 kb) Oct 17, 2011	App Note	2N Telekomunikace Modranska 621/72 Praha 4 Prague, 14301 Czech Republic +420261301519 www.2n.cz	Czech Republic																									☒					☒																								
Dialogic™ Brooktrout™ SR140 SDK 6.4.0 Fax Software with Avaya IP Office 7.0 Dialogic Brooktrout SR140 Fax Software is a host base Fax over IP engine that sends and receives fax. Issue 1.0 (928 kb) Oct 14, 2011	App Note	Dialogic Corporation 9800 Cavendish Blvd., 5th Floor Montreal, Quebec H4M 2V9 Canada 973-967-6000 973-967-4399 dialogic.com	Canada																																	☒																			
Empix evolve Connect2 Server v3.1 with Avaya IP Office 7.0 xtension evolve connect2 (with IP Office) xtension evolve is a suite of unified communications applications with a web based GUI. All the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). xtension evolve connect2 is a mobile extension/FAC application, that enables users to receive calls on their mobile phone and use hold and transfer features without the need for smartphones or PDAs. xtension evolve connect2 also records calls and lets the user make calls using the PBX PSTN lines. Issue 1.0 (1061 kb) Oct 14, 2011	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy		☒										☒								☒				☒																															
Algo 3226 Trunk Port FXO Doorphone with Avaya IP Office Release 7.0 - Issue 1.0 (830 kb) Oct 11, 2011	App Note	Algo Communication Products Ltd 4500 Beedie Street Burnaby, BC V5J5L2 Canada 6044543799 www.algosolutions.com	Canada																														☒																								
Algo 8028 SIP Doorphone with Avaya IP Office Release 7.0 - Issue 1.0 (871 kb) Oct 11, 2011	App Note	Algo Communication Products Ltd 4500 Beedie Street Burnaby, BC V5J5L2 Canada 6044543799 www.algosolutions.com	Canada																									☒					☒																								
Empix evolve Fax Server v3.1 with Avaya IP Office 7.0 xtension evolve is a suite of unified communications applications with a web based GUI. All the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). Using the faxserver module of the xtension evolve suite, fax documents are sent and received in pdf format.T.38 IP technology gives each user the ability to have their own fax number while xtension evolve faxserver can also manage distribution lists and fax campaigns. Notes and tags can be added to incoming and outgoing fax documents to manage CRM features. Issue 1.0 (1217 kb) Oct 7, 2011	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy												☒																						☒																			
Polycom® SpectraLink® 8400 Series Wireless Telephones and Avaya IP Office - Issue 1.0 (803 kb) Oct 7, 2011	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 998 2616 www.polycom.com	United States																									☒																												
SIP Trunking Using Verizon Business IP Trunk SIP Trunk Service and Avaya IP Office Release 7.0 - Issue 1.1 (2561 kb) Oct 7, 2011	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																										☒																											
SIP Trunking Using Verizon Business IP Contact Center VoIP Inbound and Avaya IP Office Release 7 - Issue 1.1 (1942 kb) Oct 6, 2011	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																										☒																											
Broad-Connect SIP Trunking with Avaya IP Office - Issue 1.0 (915 kb) Oct 5, 2011	App Note	Broad-Connect Telecom Inc. 151 Front Street, Suite # 356 Toronto, Ontario M5J 2N1 Canada 416-637-2460 416-637-2461 www.broadconnect.ca	Canada																										☒																											
Polycom® SoundStation® IP 7000 and Avaya IP Office 500 V2 - Issue 1.1 (748 kb) Sep 23, 2011	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 998 2616 www.polycom.com	United States								☒																	☒																												
Polycom® SoundStation® IP 6000 and Avaya IP Office 500 V2 – Issue 1.1 (745 kb) Sep 23, 2011	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 998 2616 www.polycom.com	United States								☒																	☒																												

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Massaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Polycom® SoundStation® IP 5000 and Avaya IP Office 500 V2 - Issue 1.1 (754 kb) Sep 23, 2011	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 998 2616 www.polycom.com	United States								X																X																													
Sonexis ConferenceManager with Avaya IP Office using a SIP trunk - Issue 1.0 (777 kb) Sep 20, 2011	App Note	Sonexis Technology, Inc. 400 Network Center drive Tewksbury, MA 01876 United States 978.640.2000 978.640.2300 www.sonexis.com	United States								X																																											
Empix evolve Presence Server v3.1 and Empix evolve xtphone Client with Avaya IP Office 7.0 xtension evolve presenceserver (with IP Office) xtension evolve is a suite of unified communications applications with a web based GUI. All the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). The xtension evolve presenceserver module within the xtension evolve suite comprises: a corporate directory; click-to-dial and Exchange integration and synchronization; the xtphone client enabling a user to see the name of a caller and an extension's status on the PC screen; presence and instant messaging features; the xtension evolve web-based interface including a scalable phone book with click to dial and call log; call management enabling the user to add notes and file attachments to a call ; and search tools which provide full access for the users and the supervisor to all the data in the system. Issue 1.0 (1123 kb) Sep 20, 2011	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy		X															X																X		X																
IgeaCare miALERT with Avaya IP Office miALERT is essentially an analog speaker telephone that can be activated by the resident user via multiple wireless call points to reach the nurse staff. Each miALERT is configured as an analog user on Avaya IP Office, and each nurse's telephone is configured as members of a nurse hunt group. When the resident user activates miALERT via a call point to reach the nurse staff, miALERT originates a call to the nurse hunt group. After the call is connected to an available nurse, miALERT plays an announcement that identifies the resident room number and the call point type. The nurse can then accept the emergency notification and be connected to the miALERT user with two-way voice communication - Issue 1.0 (891 kb) Sep 14, 2011	App Note	IgeaCare System 91 Granton Drive Richmond Hill, ON L4B-2N5 Canada 905 707 1669 or (866) 361-6225 FAX 905 707 1775 www.igeacare.com	Canada	X				X																																			X	X	X									
Sonexis ConferenceManager with Avaya IP Office using an ISDN/PRI trunk - Issue 1.0 (684 kb) Sep 10, 2011	App Note	Sonexis Technology, Inc. 400 Network Center drive Tewksbury, MA 01876 United States 978.640.2000 978.640.2300 www.sonexis.com	United States								X																																											
Sonexis ConferenceManager with Avaya IP Office using an H323 trunk - Issue 1.0 (693 kb) Sep 7, 2011	App Note	Sonexis Technology, Inc. 400 Network Center drive Tewksbury, MA 01876 United States 978.640.2000 978.640.2300 www.sonexis.com	United States								X																																										
Avaya IP Office 7.0 with AT&T IP Flexible Reach SIP Trunk Service - Issue 1.0 (1940 kb) Aug 24, 2011	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									X																										
Avaya IP Office 7.0 with AT&T Mobility SIP Trunk Services in Puerto Rico - Issue 1.0 (1270 kb) Aug 24, 2011	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									X																										
Avaya IP Office Release 7.0(5) with Alestra Enlace IP SIP Trunk Service - Issue 1.0 (2078 kb) Aug 24, 2011	App Note	Alestra S de RL de CV Av Lazaro Cardenas 2321 San pedro garza garcia, NL 66260 Mexico 52818625 2300 www.alestra.com.mx	Mexico																									X																										
IgeaCare igeacom with Avaya IP Office 7.0 The igeacom nurse call devices are essentially analog speaker telephones that can be activated by users via multiple call points to reach the nurse staff. Each igeacom device is configured as an analog user on Avaya IP Office, and each nurse's telephone is configured as members of nurse hunt groups. When the resident user activates an igeacom via a call point to reach the nurse staff, the igeacom originates a call to the applicable nurse hunt group. The call is delivered to an available nurse in the hunt group, and the nurse's telephone display will show the name of the resident user along with the name of the hunt group. Issue 1.0 (1385 kb) Aug 23, 2011	App Note	IgeaCare System 91 Granton Drive Richmond Hill, ON L4B-2N5 Canada 905 707 1669 or (866) 361-6225 FAX 905 707 1775 www.igeacare.com	Canada	X				X																																			X	X	X									
IgeaCare apoloDS and igeacom with Avaya IP Office 7.0 The igeacom devices are essentially analog speaker telephones that can be activated by residents via multiple call points to reach the nurse staff. Each igeacom is configured as an analog user on Avaya IP Office with caller display capability. When the resident activates an igeacom via a call point to reach the nurse staff, the igeacom originates a call to the hunt group associated with the specific call point. Issue 1.0 (1976 kb) Aug 19, 2011	App Note	IgeaCare System 91 Granton Drive Richmond Hill, ON L4B-2N5 Canada 905 707 1669 or (866) 361-6225 FAX 905 707 1775 www.igeacare.com	Canada	X				X																																		X	X	X									
IgeaCare apoloDS and miALERT with Avaya IP Office 7.0 miALERT is essentially an analog speaker telephone that can be activated by the resident via multiple wireless call points to reach the nurse staff. Each miALERT is configured as an analog user on Avaya IP Office. When the resident activates miALERT via a call point to reach the nurse staff, miALERT originates a call to the apoloDS hunt group. apoloDS answers the resident call from miALERT, and receives the user room number and call point type via DTMF digits outpulsed from miALERT. apoloDS transfers the call to the associated notification points configured on apoloDS, which can be nurse users on Avaya IP Office. Upon answering the call, the nurse is connected to the miALERT with two-way voice communication. apoloDS can use the text-to-speech capability to playback the room number, patient name, and message configured on apoloDS to the connected nurse, and use the push text capability to push similar information to nurses with Avaya 4610SW and 4625SW IP Telephones. Issue 1.0 (1404 kb) Aug 19,	App Note	IgeaCare System 91 Granton Drive Richmond Hill, ON L4B-2N5 Canada 905 707 1669 or (866) 361-6225 FAX 905 707 1775 www.igeacare.com	Canada	X				X																																		X	X	X									
Avaya IP Office 7.0 with AT&T IP Flexible Reach Business in a Box (SM) SIP Trunk Service - Issue 1.0 (1862 kb) Aug 17, 2011	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									X																										
PaeTec SIP Trunking with Avaya IP Office 7.0 - Issue 1.0 (1280 kb) Aug 6, 2011	App Note	PaeTec Communications - Service Provider PO Box 3177 Cedar Rapids, IA 52406-3177 United States 800-896-8330 319-790-7767 www.paetecbiz.com	United States																									X																										

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Avaya IP Office 7.0 with AT&T IP Toll Free SIP Trunk Service - Issue 1.0 (1756 kb) Jul 19, 2011	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									X																													
MTS Allstream SIP Trunking Service with Avaya IP Office - Issue 1.0 (876 kb) Jul 12, 2011	App Note	MTS Allstream 200 wellington street west suite 1200 toronto, Ontario m5v 3G2 Canada 1-416- 345-3125 www.mtsallstream.com	Canada																									X																													
IPC System Interconnect with Avaya IP Office IPC System Interconnect is a trading communication solution. In the compliance testing, IPC System Interconnect used SIP trunks to Avaya IP Office, for turret users on IPC to reach users on Avaya IP Office and on the PSTN. Issue 1.0 (2194 kb) Jul 12, 2011	App Note	IPC Systems, Inc. Harborside Financial Center- Plaza 10 3 Second Street Jersey City, NJ 07311 United States 201 253-2000 www.ipc.com	United States																									X																													
Extreme Networks Switches with Avaya IP Office and Avaya IP Telephones in a Converged VoIP and Data Network - Issue 1.0 (815 kb) Jul 12, 2011	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															X																																									
ADTRAN NetVanta UC Server with Avaya IP Office 6.1 NetVanta Unified Communications (UC) Server is a software-only package designed for Microsoft Windows platforms that provides capabilities of unified communications – without the need for a forklift upgrade. It is perfect for organizations that already have one or more PBXs,but want the added benefits of unified communications.The NetVanta UC Server portfolio includes: · PBX Integration · Unified Messaging (UM) · FAX Server · Text-to-Speech Engine · Auto-Attendant and Personal Call Control · Administration Unified Communications Server NetVanta UC Server is capable of supporting UC on one or more different types of PBXs to provide a centralized UC solution. This feature-rich platform offers advanced UC services like unified messaging, voice mail, integrated messaging, fax server, graphical drag and drop service creation, inbound and outbound IVR services, personal assistants, one number services, call redirection services, notifications, auto-attendants, mobile support and scales from 75 up to 2,000 users on a single server. PBX Integration If you have an existing investment in legacy business communications systems (PBXs and/or key systems), NetVanta UC Server lets you leverage your existing investment and	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada		X																															X	X																			
Broadvox SIP Trunking with Avaya IP Office - Issue 1.0 (901 kb) Jun 15, 2011	App Note	Broadvox, LLC 1950 N. Stemmons Hwy, Suite 3031 Dallas, TX 75207 United States 214 646 8000 216 373 4876 www.broadvox.com	United States	X								X																X																													
Multi-Tech FaxFinder® IP with Avaya IP Office The FaxFinder fax server is an all-in-one fax-to-email server, allowing you to send and receive faxes from your computer. It converts faxes to PDF or TIFF files allowing you to send faxes from any application that can print and receive faxes as e-mails, wherever you are. The solution provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. In addition, it provides secure, convenient faxing for LAN users offering a high degree of privacy for both the sender and recipient. This completes the IP Office unified communication solution by delivering faxes to the inbox. This is the FFx20 model series. Issue 1.0 (2527 kb) Jun 15, 2011	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States																																		X	X																			
Computer Instruments e-IVR, as a SIP endpoint, with Avaya IP Office 500 V2 This software bundle includes voice enabled automated attendant, name dialer, audio bulletin board, survey form filler, data locator, and unified messaging. In addition to these telephony solutions the suite features enhanced contact center applications such as estimated wait time, position in queue and dynamic announcements. Also included in this offer are IP Web phone applications for 911 dial alert and internal broadcast paging and drivers to provide CTI (screen pop) functionality. Several stand alone self-service Web applications are included â€" CallMeBackNow!, Web forms and Web locators. Supported development environments are VXML 2.1, Visual Basic, C++, .Net (Expandable from 1 to 384 RTU port licenses per sever).	App Note	Computer Instruments 9901 West 87th Street Overland Park, KS 66212 United States 1-888-451-0851 913-492-1483 www.instruments.com	United States	X											X							X						X	X							X	X		X				X													
Computer Instruments e-IVR, as a H.323 endpoint, with Avaya IP Office 500 V2 This software bundle includes voice enabled automated attendant, name dialer, audio bulletin board, survey form filler, data locator, and unified messaging. In addition to these telephony solutions the suite features enhanced contact center applications such as estimated wait time, position in queue and dynamic announcements. Also included in this offer are IP Web phone applications for 911 dial alert and internal broadcast paging and drivers to provide CTI (screen pop) functionality. Several stand alone self-service Web applications are included â€" CallMeBackNow!, Web forms and Web locators. Supported development environments are VXML 2.1, Visual Basic, C++, .Net (Expandable from 1 to 384 RTU port licenses per sever).	App Note	Computer Instruments 9901 West 87th Street Overland Park, KS 66212 United States 1-888-451-0851 913-492-1483 www.instruments.com	United States	X											X							X						X								X	X		X				X													
Avaya IP Office 6.1 with AT&T IP Toll Free SIP Trunk Service - Issue 1.0 (1596 kb) Jun 3, 2011	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									X																													
BBX Technologies Vuesion Multimedia Contact Center with Avaya IP Office Vuesion Contact Center – an integrated communications suite consisting of robust, feature-rich applications designed to meet the business and customer service needs of small and medium businesses. Vuesion Contact Center delivers Multimedia contact center, call recording, and computer-to-telephony integration across your enterprise in a tightly-integrated, modular design so you can build the solution that best fits your unique business. Now, with Vuesion Contact Center application suite, small and medium businesses can experience real world benefits – enhanced customer service, improved productivity, and increased profitability – through the ability to communicate more efficiently and effectively with their customers. Issue 1.0 (4310	App Note	BBX Technologies, LLC 800 E. Campbell Road Suite 101 Richardson, TX 75081 United States 972 665 3510 972 665 3501 www.bbxtech.com	United States				X		X	X																X																														
Bell Canada SIP Trunking with Avaya IP Office 7.0 - Issue 1.0 (2600 kb) May 18, 2011	App Note	Bell Canada 5115 Creekbank Road Mississauga, Ontario L4W5R1 Canada 905-614-8179 www.bell.ca	Canada																									X																													
Resource Software International Shadow CMS with Avaya IP Office Shadow CMS is a fully-scalable communication management solution allowing administrators to forecast, monitor and allocate communications management expenses. It also provides metrics for facility planning, customer service, workforce management and bill back. Shadow CMS interfaces with Avaya telephone systems for real-time data retrieval. The information is processed, assigned a cost and delivered to property management systems for billing integration. Issue 1.0 (733 kb) May 18, 2011	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada				X														X				X														X				X	X		X											

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
VeraSMART (IP Office 2.1) The VeraSMART® Telecom Expense Management (TEM) Suite is a scalable, integrated application platform for managing complex communications networks comprised of converged IP and TDM technologies, mobile and remote workers, and wireless devices. With support for telecom sourcing, vendor and contract performance management, ordering and provisioning, inventory and invoice management, usage and dispute management, VeraSMART helps organizations optimize TEM processes, improve productivity, and reduce costs. Robust reporting capabilities include an extensive library of configurable report templates that provide quick access to spend and usage data. Configurable 3D management dashboards make it easy to monitor key trends at a glance. The optional VeraSMART Performance Advisor(TM) adds powerful business intelligence to support performance management. VeraSMART can be deployed as part of a licensed, hosted, or BPO solution, and can be configured to match the needs of any organization. VeraSMART is Avaya Compliant and is fully compatible with Nortel systems and Avaya Aura(TM) Session Manager. It is ASD configurable (Additional Products Catalog) and is available through the GSA.	App Note	Veramark Technologies Inc. 1565 Jefferson Road Suite 120 Rochester, NY 14623 United States 585-381-6000 585-383-6800 www.veramark.com	United States				☒									☒				☒																								☒	☒		☒											
eCAS call accounting solution (IP Office) VeraSMART eCAS Call Accounting is a Web browser-based solution that helps organizations gain visibility into telecom usage and control over telecom spend. Compatible with TDM, IP or hybrid networks, VeraSMART eCAS makes it easy to collect, analyze, and report on call activity and expenses, providing the data necessary to make informed business decisions. VeraSMART eCAS also boosts productivity with support for MACD, Help Desk, and other business process workflows. Robust reporting capabilities include an extensive library of configurable report templates that provide quick access to spend and usage data. Configurable 3D management dashboards make it easy to monitor key trends at a glance. VeraSMART eCAS can be deployed as part of a licensed, hosted, or BPO solution, and can be configured to match the needs of any organization. VeraSMART is Avaya Compliant and is fully compatible with Nortel systems and Avaya Aura(TM) Session Manager. It is ASD configurable (Additional Products Catalog) and is available through the GSA.	App Note	Veramark Technologies Inc. 1565 Jefferson Road Suite 120 Rochester, NY 14623 United States 585-381-6000 585-383-6800 www.veramark.com	United States				☒									☒				☒																								☒	☒		☒											
Revolution Web Call Accounting (IPO) Revolution Web Compliant with Avaya IP Office Solution. Revolution Web Call Accounting is a dynamic browser-based communications management solution that can be deployed in minutes. Revolution Web can allocate telecom expenses to individuals or departments. It is equipped with an embedded SQL database engine, built-in Web server and automated reporting. Revolution Web can monitor incoming and outgoing calls in real-time. Alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting. Revolution Web can be deployed in virtually any enterprise. - Issue 1.0 (780 kb) May 17,	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	☒			☒																																											☒	☒	☒		
TigerTMS Tiger Pro with Avaya IP Office DCMon (Data Collection Monitor) and Tiger Pro Advanced Reporting are applications that are providing call accounting and billing functionality as part of the TigerTMS Hotel Pro hospitality package. DCMon is responsible for obtaining SMDR (Station Message Detail Reporting) records from IP Office and it is responsible for storing and processing the records. Advanced Reporting is further processing the SMDR records obtained from DCMon in order to provide usage analysis, call costing and billing data reports. There are four main areas of integration between the products that require validation. These are: SMDR details of intra-switch calls SMDR details of incoming trunk calls SMDR details of outgoing trunk calls Link Failure/Recovery Issue 1.0 (729 kb) May 11, 2011	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				☒									☒																													☒											
TigerTMS Hotel Pro with Avaya IP Office Hotel Pro is a graphical hospitality user interface. It is commonly used in hotels to provide a means of controlling usage of room facilities. Hotel Pro utilizes XML based communication for hospitality control of the IP Office. Hospitality features are translated into a set of XML commands which are passed via a secure IP port on the IP Office. The following main features provided by Hotel Pro interface with IP Office: - Check-In - This function is used to assign a new guest to a particular room with a telephone. The credentials of the guest are used to update the station configuration within IP Office. This includes the display name of the phone as well as calling restrictions and Message Waiting Indicator (MWI) updates. - DDI - This function is used to allocate a DDI to a room telephone extension. When DDI is allocated to a checked-in room, the room can be accessed externally, by making an inbound external call to a DDI number. - Update - A facility that updates the display name of the station in IP Office. - Room Transfer - This allows a guest to transfer to a different unoccupied room and it results in transfer of the guest's extension configuration. - Telephone Service Class - Tiger allows two telephone service classes: "Barred" and "Unbarred" which refer to barring or permitting external calls. On check-in, user rights are set to "Unbarred" in IP Office, however this can be overridden to "Barred" if guest wishes so through Update facility. On check-out the user-rights are set to "Barred - Message Waiting - Hotel Pro allows messages to be left for guests. The Message Waiting Indication (MWI) phone feature alerts the guest to a voice message. - Check-out - Once a guest has vacated a room, this function resets the telephone to default configuration and sets call barring of external calls. - Maid Status – Maid Status is a mechanism allowing the room status to be updated in Hotel Pro by minimal telephone interaction. This is often used to indicate room ready status following cleaning - Link Failure/Recovery – Verification was done to ensure that there is suitable recovery of the Hotel Pro after lost connection link to the IP Office. Issue 1.0 (1753 kb) May 10, 2011	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				☒									☒								☒																							☒											
Avaya IP Office 6.1 with AT&T IP Flexible Reach and AT&T IP Flexible Reach Business in a Box (SM) SIP Trunk Service - Issue 1.0 (1624 kb) May 5, 2011	App Note	AT&T 6500 West Loop South Bridgewater, Texas 77401 United States 908-658-2123 908-658-2449 www.att.com	United States																									☒	☒																											
FCS WinExpress 2.0 with Avaya IP Office 6.1 FCS WinExpress is a Windows-based hospitality system that provides a seamless interface with a hotel's Property Management System and Avaya IP Office. In the compliance testing, FCS WinExpress used the SIP User, TAPI, SMDR, and Configuration Web Service interfaces from Avaya IP Office to provide call billing, voicemail, name and user profile template change, wake-up call, room status and mini-bar posting features. Issue 1.1 (4002 kb) May 3, 2011	App Note	FCS Computer Systems Sdn Bhd C1001, Block C, Kelana Square No. 17, Jalan SS7/26, Kelana Jaya Petaling Jaya, Selangor 47301 Malaysia 60379537248 60379537300 www.fcsc.com	Malaysia				☒														☒			☒																						☒		☒											
TigerTMS SIP Voicemail with Avaya IP Office SIP Voicemail is part of a hospitality system that provides voicemail functionality. The voicemail feature is delivered via SIP and connects to the IP Office as a SIP endpoint. The following areas of integration between the products have been validated: Call coverage is provided by routing internal calls through IP Office and over SIP Trunks to SIP Voicemail. The following scenarios of call coverage have been verified: No answer on a dialed extension Dialed extension is busy Recording messages on the voicemail system Retrieving messages by making a direct call to the voicemail system from called extension Message Waiting Indication (MWI) lamp Voicemail integration with hospitality features like check-in, check-out and room transfer Link Failure and Recovery for IP connection Issue 1.0 (1550 kb) Apr 18, 2011	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				☒									☒						☒																	☒							☒											
AdvaTel InTouch 3.0 with Avaya IP Office 7.0 AdvaTel InTouch is an add-in application for Microsoft Office Outlook which runs on the user's Windows-based PC and integrates IP Office call management and control with Outlook, MSN, Yahoo! and Skype. It enables the user to optimize communications by providing consolidated presence information and by presenting a variety of communication options such as voice, email, Short Message Service (SMS) and instant messaging. Issue 1.0 (1320 kb) Apr 12, 2011	App Note	AdvaTel +61 3 86958695 Australia support@advatel.com.au www.advatel.com.au	Australia		☒																☒																																					

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting / Billing	Call Control - Routing	Call / Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hosting	CRM	Custom Application Development	Data Reporting / Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring / Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking / Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
DuVoice 5.0 with Avaya IP Office 7.0 DuVoice uses the SIP User, TAPI, DevLink, and Configuration Web Service interfaces from Avaya IP Office, and the PUSH interface from Avaya 96xx IP Telephones to provide automated attendant, voicemail, wake-up call, do not disturb, name and user profile template change, room clean status, and 911 alerting features. Issue 1.0 (3889 kb) Apr 5, 2011	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States	X			X														X				X																						X									
a SIP Trunk between AudioCodes Mediant 3000 and Avaya IP Office - Issue 1.0 (2385 kb) Apr 5, 2011	App Note	AudioCodes 27 World's Fair Drive Somerset, NJ 08873 United States 732-469-0880 732-469-2298 www.audiocodes.com/avaya	United States																									X		X																											
a SIP Trunk between AudioCodes Mediant 1000 MSBG e-SBC and Avaya IP Office - Issue 1.0 (1998 kb) Apr 5, 2011	App Note	AudioCodes 27 World's Fair Drive Somerset, NJ 08873 United States 732-469-0880 732-469-2298 www.audiocodes.com/avaya	United States																									X		X																											
SIP Trunking between Qwest iQ® SIP Trunk Service and Avaya IP Office - Issue 1.0 (967 kb) Mar 28, 2011	App Note	Qwest 1801 California St. Denver, CO 80202 United States 303-607-5000 www.qwest.com	United States																									X																											
Gamma Telecom IP DirectConnect and Avaya IP Office 6.1 – Issue 1.0 (1470 kb) Mar 10, 2011	App Note	Gamma Telecom Kings House Kings Road West Newbury, Hampshire RG14 5BY United Kingdom 0333 240 3017 www.gammatelecom.com	United Kingdom																									X																											
Motorola Solutions PTP 800 Licensed Ethernet Microwave Solution with Avaya IP Office in a Wireless Multi-Site Converged VoIP and Data Network - Issue 1.0 (3104 kb) Mar 2, 2011	App Note	Motorola- Enterprise Mobility Solutions One Motorola Plaza Holtsville, NY 11742 United States 1.800.722.6234 408-528-2530 www.motorola.com	United States																																																					
Motorola Solutions PTP 600 Point-to-Point Wireless Ethernet Solution with an Avaya Telephony Infrastructure with Avaya IP Office in a Wireless Multi-Site Converged VoIP and Data Network - Issue 1.1 (2000 kb) Mar 1, 2011	App Note	Motorola- Enterprise Mobility Solutions One Motorola Plaza Holtsville, NY 11742 United States 1.800.722.6234 408-528-2530 www.motorola.com	United States																																																				
Tiger Communications InnOvation 2020 with Avaya IP Office 6.1 Tiger InnOvation 2020 is a hospitality system that provides a hotel with voicemail functionality. The voicemail feature is delivered via a Dialogic analogue voice processing card, which connects to analogue extension ports on Avaya IP Office. The following areas of integration between the products have been validated: - Call coverage is provided by routing internal calls from Avaya IP Office to analog lines on Tiger voicemail. The following scenarios of call coverage were verified: - No answer on dialed extension - Dialed extension is busy - Recording messages on the voicemail system - Retrieving messages by making a direct call to the voicemail system - Message Waiting Indication (MWI) lamp - Voicemail integration with hospitality features like check-in, check-out and room transfer - Link Failure and Recovery for analog lines and IP connection. Issue 1.0 (1756 kb) Feb 25, 2011	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				X							X			X			X																		X								X									
Tiger Communications Tiger Hotel Pro with Avaya IP Office 6.1 Tiger Hotel Pro with Avaya IP Office TIGER HOTEL PRO is the key to maximising telephony & data revenue whilst improving Guest Satisfaction. Designed specifically for the hospitality sector, TIGER HOTEL PRO contains a suite of features that help the hotelier encourage guests to use the telephone services and facilities available, not only within their rooms but also throughout the hotel. This technology allows for easy profiling of telephone call patterns to determine viable incentives such as: HAPPY HOUR on phone calls in an otherwise quiet period. VOLUME DISCOUNTS for guests with a high call usage requirement. GROUP DISCOUNTS for guests wishing to call home. LONG DURATION incentives for guests wishing to chat or stay on-line. SPECIAL RATES for frequently dialled numbers. FIXED SERVICE CHARGES to Freephone or Lo-call numbers CALL ACCOUNTING - Unlimited Guest Tariffs - Exception Charging - Time Based Tariff - Unit Based Tariff - Sliding Scale Rate - Independent Data and Fax Rates - Separate Conference and Booth Rates INTEGRATED SOLUTIONS - At the core of TIGER HOTEL PRO is a powerful generic integration engine designed to handle inter-connectivity of any system using all of the communications available today and planned for the future. This engine allows us to implement bi-directional hospitality integration with any system that can support an external connection. - Originally designed to accelerate the development and implementation of interfaces to the many PMS vendors within hospitality, the system's architecture has enabled it to build a large portfolio of third party solutions that can now be seamlessly integrated into an hotel's chosen PMS. Issue 1.0 (1670 kb) Feb 25, 2011	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				X							X										X																					X									
Motorola Solutions PTP 500 Point-to-Point Wireless Ethernet Solution with Avaya IP Office in a Wireless Multi-Site Converged VoIP and Data Network - Issue 1.0 (1628 kb) Feb 23, 2011	App Note	Motorola- Enterprise Mobility Solutions One Motorola Plaza Holtsville, NY 11742 United States 1.800.722.6234 408-528-2530 www.motorola.com	United States														X																																							
CenturyLink SIP Trunking with Avaya IP Office 6.1 - Issue 1.0 (2114 kb) Feb 16, 2011	App Note	CenturyLink 5454 W 110 4th Floor Overland Park, KS 66212 United States 913-534-7733 www.centurylink.com	United States																									X																											
Valcom One-Way IP Speakers with Avaya IP Office - Issue 1.0 (714 kb) Feb 8, 2011	App Note	Valcom, Inc. 5614 Hollins Road Roanoke, VA 24019 United States 540-563-2000 www.valcom.com	United States																								X					X																						
Avaya 1120E, 1140E, 1220 and 1230 IP Deskphones with Avaya IP Office Release 6.1 - Issue 1.0 (439 kb) Feb 1, 2011	App Note	Avaya	United States																								X																											

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Tiger Communications 2020 Hotel Pro with Avaya IP Office 6.1 DCMon (Data Collection Monitor) and Tiger 2020 Advanced Reporting are applications that provide call accounting and billing functionality as part of the Tiger 2020 Hotel Pro hospitality package. DCMon is responsible for obtaining SMDR (Station Message Detail Reporting) records from Avaya IP Office and it is responsible for storing and processing the records. Tiger 2020 Advanced Reporting further processes the SMDR records obtained from DCMon to provide usage analysis, call costing and billing data reports. Issue 1.0 (689 kb) Jan 27, 2011	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				X									X																												X	X	X										
Imagine Soft Meteor SE with Avaya IP Office 6.1 - Issue 1.0 (1987 kb) Jan 27, 2011	App Note	Imagine Soft 424 rue Paradis Marseille, 13008 France 33 491327400 33 491327401 www.imaginesoft.fr	France				X																																							X										
AdvaTel InTouch 2.0 with Avaya IP Office 6.1 AdvaTel InTouch is an add-in application for Microsoft Office Outlook which runs on the user's Windows-based PC and integrates IP Office call management and control with Outlook, MSN, Yahoo! and Skype. It enables the user to optimize communications by providing consolidated presence information and by presenting a variety of communication options such as voice, email, Short Message Service (SMS) and instant messaging. Issue 1.0 (1352 kb) Jan 25, 2011	App Note	AdvaTel +61 3 8695695 Australia support@advatel.com.au www.advatel.com.au	Australia		X																X																																				
Xima Chronicall Recording Library Module with Avaya IP Office Using Voicemail Pro Chronicall integrates seamlessly with Voice Mail Pro to provide unsurpassed archival and retrieval of calls recorded by Avaya IP Office. The Chronicall Recording Library allows you to listen to every call your IP Office logs. Finding recorded calls has never been easier than it is with Chronicall. Searching for entire calls using the advanced Cradle to Grave view means you can sort, search, filter, and find calls by virtually any criteria. Issue 1.0 (1074 kb) Jan 25, 2011	App Note	Xima Software 4894 Commerce Drive Suite E Murray, UT 84107 USA 888.944.9462 888.944.9462 ximasoftware.com	United States				X		X																	X																														
DATEL Call SWEET! Live with Avaya IP Office 6.1 Call SWEET! Live is a first-rate real-time contact center management solution that helps businesses increase overall efficiency, cut costs and improve customer service by monitoring and reporting on various real-time aspects of a contact center, from agent status and hunt group call activity to speed of answer and calls in queue. Additional features include alarms, live chat and wall boards. Call SWEET! Live also provides robust historical reporting through its layered call accounting application, Call SWEET!. Call SWEET! Live is highly scalable to meet the needs of any size company and versatile enough to fit any industry. Issue 1.0 (1318 kb) Jan 25, 2011	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States				X		X																															X															
Xima Chronicall Realtime Module with Avaya IP Office The Chronicall Realtime module allows you to see real-time information and run comprehensive reports on every agent's state and call activity. The Realtime module gives you an accurate idea of where your personnel resources are distributed at any specific point, as well as over any specific time period as a trend. Working in conjunction with Chronicall's robust reporting capabilities, the Realtime Monitoring gives you the capability you need to better manage your team. Chronicall's fully customizable Realtime Views show you exactly what you want to see, exactly how you want [illegible] Issue 1.0 (1352 kb) Jan 25, 2011	App Note	Xima Software 4894 Commerce Drive Suite E Murray, UT 84107 USA 888.944.9462 888.944.9462 ximasoftware.com	United States				X		X																															X															
Xima Chronicall with Avaya IP Office Chronicall is a Call Reporting software suite which integrates with Avaya IP Office. Chronicall provides a thin client interface which provides access to all of Chronicall's standard reports, custom reports, report schedules, recorded calls, real-time views, and configuration. Chronicall comes with over 80 standard reports, charts and graphs. The optional Custom Reports module allows you to edit any standard reports or create completely new reports with your unique criteria. The optional Recording Library module allows you to search, filter, find, and listen to any calls recorded by IP Office. The optional Realtime module provides intelligent user interfaces that give your call center supervisors the real-time information they need to make time critical adjustments. Issue 1.0 (1352 kb) Jan 25, 2011	App Note	Xima Software 4894 Commerce Drive Suite E Murray, UT 84107 USA 888.944.9462 888.944.9462 ximasoftware.com	United States				X		X																		X														X															
Valcom PagePro IP with Avaya IP Office - Issue 1.0 (770 kb) Jan 24, 2011	App Note	Valcom, Inc. 5614 Hollins Road Roanoke, VA 24019 United States 540-563-2000 www.valcom.com	United States																									X					X																						
Sample Configuration for SIP Trunking between Avaya IP Office R6.1 and Cisco Unified Communications Manager 8.0 - Issue 1.0 (988 kb) Jan 18, 2011	App Note	www.cisco.com	United States														X											X		X																								
Resource Software International Shadow CMS with Avaya IP Office Shadow CMS is a fully-scalable communication management solution allowing administrators to forecast, monitor and allocate communications management expenses. It also provides metrics for facility planning, customer service, workforce management and bill back. Shadow CMS interfaces with Avaya telephone systems for real-time data retrieval. The information is processed, assigned a cost and delivered to property management systems for billing integration. Issue 1.0 (688 kb) Jan 11, 2011	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada				X														X			X																X				X	X		X									
SIP Trunking Using Verizon Business IP Contact Center VoIP Inbound and Avaya IP Office Release 6.1 - Issue 1.0 (1827 kb) Jan 10, 2011	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																									X																											
Revolution Web Call Accounting (IPO) Revolution Web Compliant with Avaya IP Office Solution. Revolution Web Call Accounting is a dynamic browser-based communications management solution that can be deployed in minutes. Revolution Web can allocate telecom expenses to individuals or departments. It is equipped with an embedded SQL database engine, built-in Web server and automated reporting. Revolution Web can monitor incoming and outgoing calls in real-time. Alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting. Revolution Web can be deployed in virtually any enterprise. - Issue 1.0 (735 kb) Jan 10, 2011	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	X			X																																											X	X	X			
SIP Trunking Using Verizon Business IP Trunk SIP Trunk Service and Avaya IP Office Release 6.1, Using REFER and DNS SRV - Issue 1.0 (2194 kb) Dec 14, 2010	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																									X																											
SIP Trunking Using Verizon Business IP Trunk SIP Trunk Service Offer and Avaya IP Office Release 6.1 - Issue 1.0 (1893 kb) Dec 13, 2010	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																									X																											
DuVoice 5.0 with Avaya IP Office 6.1 DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI Issue 1.0 (3934 kb) Dec 13, 2010	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States	X			X															X			X																							X										
Plantronics Savi Office and Plantronics EHS APV-65 Adapter with Avaya 5400 and 5600 Series Telephones and Avaya IP Office The Plantronics Savi Office is a wireless headset solution. In the compliance testing, Plantronics Savi Office used the Plantronics EHS APV-65 Adapter to provide wireless communications for Avaya 5400 and 5600 Series Telephones with Avaya IP Office. Issue 1.0 (369 kb) Dec 7, 2010	App Note	Plantronics 345 Encinal St Santa Cruz, CA 95060 United States 831 458 7072 www.plantronics.com/avayauc	United States						X																											X																			

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call / Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting / Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring / Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking / Trunking	Service Provider Access / Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Valcom Talkback IP Speakers with Avaya IP Office - Issue 1.0 (731 kb) Dec 6, 2010	App Note	Valcom, Inc. 5614 Hollins Road Roanoke, VA 24019 United States 540-563-2000 www.valcom.com	United States																									X					X																							
Cablevision Optimum Voice SIP Trunking with Avaya IP Office - Issue 1.1 (841 kb) Nov 24, 2010	App Note	Cablevision Systems Corp 1111 Stewart Ave Bethpage, NY 11714 516-803-2300 www.cablevision.com	United States																										X																									
Algo 8180 SIP Audio Alerter with Avaya IP Office - Issue 1.0 (1692 kb) Nov 24, 2010	App Note	Algo Communication Products Ltd 4500 Beedie Street Burnaby, BC V5J5L2 Canada 6044543799 www.algosolutions.com	Canada																									X					X																							
Technicolor TB30 SIP Phones to interoperate with Avaya IP Office - Issue 1.0 (2251 kb) Nov 16, 2010	App Note	http://www.technicolorbroadbandpartner.com/	United States																									X																									
Windstream SIP Trunking with Avaya IP Office - Issue 1.0 (452 kb) Nov 8, 2010	App Note	Windstream Communications Inc. 4001 North Rodney Parham Road Little Rock, AR 72212 United States 501.748.7222 www.windstream.com	United States																										X																									
Sample Configuration for SIP Trunking between Avaya IP Office R6 and Cisco Unified Communications Manager 7.1 - Issue 1.0 (848 kb) Nov 7, 2010	App Note	www.cisco.com	United States																										X		X																							
Empix evolve Fax Server with Avaya IP Office xtension evolve is a suite of unified communications applications with a web based GUI. All the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). Using the faxserver module of the xtension evolve suite, fax documents are sent and received in pdf format.T.38 IP technology gives each user the ability to have their own fax number while xtension evolve faxserver can also manage distribution lists and fax campaigns. Notes and tags can be added to incoming and outgoing fax documents to manage CRM features. Issue 1.0 (1195 kb) Oct 20, 2010	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy												X																						X																		
Empix evolve Presence Server and Empix evolve xtphone Client with Avaya IP Office xtension evolve presenceserver (with IP Office) xtension evolve is a suite of unified communications applications with a web based GUI. All the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). The xtension evolve presenceserver module within the xtension evolve suite comprises: a corporate directory; click-to-dial and Exchange integration and synchronization; the xtphone client enabling a user to see the name of a caller and an extension's status on the PC screen; presence and instant messaging features; the xtension evolve web-based interface including a scalable phone book with click to dial and call log; call management enabling the user to add notes and file attachments to a call ; and search tools which provide full access for the users and the supervisor to all the data in the system. Issue 1.0 (1151 kb) Oct 20, 2010	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy		X																X																X		X															
AdvaTel InTouch 1.0 with Avaya IP Office 6.0 AdvaTel InTouch is an add-in application for Microsoft Office Outlook which runs on the user's Windows-based PC and integrates IP Office call management and control with Outlook, MSN, Yahoo! and Skype. It enables the user to optimize communications by providing consolidated presence information and by presenting a variety of communication options such as voice, email, Short Message Service (SMS) and instant messaging. Issue 1.0 (1332 kb) Oct 19, 2010	App Note	AdvaTel +61 3 86958695 Australia support@advatel.com.au www.advatel.com.au	Australia		X																X																																				
Avaya 1120E, 1140E and 1165E IP Deskphones with Avaya IP Office Release 6.0 - Issue 1.0 (782 kb) Oct 2, 2010	App Note	Avaya	United States																									X																									
Empix evolve Connect2 Server with Avaya IP Office xtension evolve connect2 (with IP Office) xtension evolve is a suite of unified communications applications with a web based GUI. All the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). xtension evolve connect2 is a mobile extension/FMC application, that enables users to receive calls on their mobile phone and use hold and transfer features without the need for smartphones or PDAs. xtension evolve connect2 also records calls and lets the user make calls using the PBX PSTN lines. Issue 1.0 (1147 kb) Sep 28, 2010	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy		X																X																X		X															
Empix evolve Skypetophone with Avaya IP Office xtension evolve is a suite of unified communications applications with a web based GUI. All of the applications within the suite share the same users and contacts environment, and provide the users and administrator with quick, CRM-like features: all services can be accessed from the same web interface which acts as a company intranet portal. xtension evolve also offers the ability to access all of the services using HTTP requests (web calls). When using HTTP requests, the xtension evolve server acts as middleware to connect a 3rd party application to the telephony services and create Communications Enabled Business Processes (CEBP). xtension evolve skypetophone enables Skype calls to be forwarded directly to users' desktop phones and also allows users to place calls to Skype contacts without the need for a PC with headset and microphone. Skype contacts are stored in the system phonebook and can be called easily by dialing their assigned speed dial on a desktop phone. With skypetophone, Skype calls are treated as regular telephone calls and can be put on hold or transferred to another extension of the PBX. Issue 1.0 (1735 kb) Sep 23, 2010	App Note	Empix evolve srl Via Annibali, 31/L Macerata, MC 62100 Italy +390733866870 +390733866870 www.empixevolve.com	Italy		X																X																X		X							X							X	
PRI trunk between Avaya Aura™ Communication Manager 5.2.1 and Avaya IP Office 6.0 - Issue 1.0 (491 kb) Sep 15, 2010	App Note	Avaya	United States																										X																									
Resource Software International Visual Rapport with Avaya IP Office Visual Rapport Resource Software International Visual Rapport is a visual communication console that provides desktop dialing, telephone status / presence, instant messaging, email, screen pop, call logging, and file transfer. Visual Rapport is a desktop productivity suite providing real time display of employee telephone status, instant messaging, desktop dialing, email integration, call logging, file transfer and screen-pop integration. Visual Rapport is pre-configured with an extensive library of scripts that communicate with many commercial contact management and database applications (i.e., Microsoft Outlook, Maximizer, Goldmine, Act) and unique in-house custom applications. Visual Rapport offers an integrated scripting engine that gives customers the ability to tailor their system with such features as time logging, account code prompting, URL screen pop and call accounting integration. Issue	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada		X	X								X													X																											
SIP Trunks among Avaya Business Communication Manager 5.0, Avaya Aura™ Session Manager 6.0, Avaya IP Office 6.0 and Avaya Aura™ Communication Manager 6.0 - Issue 1.0 (2015 kb) Sep 7, 2010	App Note	Avaya	United States																										X		X																							
Yealink T-28 SIP Phones to interoperate with Avaya IP Office - Issue 1.0 (872 kb) Sep 2, 2010	App Note	Yealink (UK) Limited Pennine House Salford Street Bury, Lancashire BL9 6YA United Kingdom +44 161 763 2060 +44 161 763 4029 www.yealink.co.uk	United Kingdom																									X																									

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Yealink T-26 SIP Phones to interoperate with Avaya IP Office - Issue 1.0 (833 kb) Sep 2, 2010	App Note	Yealink (UK) Limited Pennine House Salford Street Bury, Lancashire BL9 6YA United Kingdom +44 161 763 2060 +44 161 763 4029 www.yealink.co.uk	United Kingdom																									X																												
Resource Software International Shadow CMS with Avaya IP Office Shadow CMS is a fully-scalable communication management solution allowing administrators to forecast, monitor and allocate communications management expenses. It also provides metrics for facility planning, customer service, workforce management and bill back. Shadow CMS interfaces with Avaya telephone systems for real-time data retrieval. The information is processed, assigned a cost and delivered to property management systems for billing integration. Issue 1.0 (1064 kb) Aug 23, 2010	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada				X														X				X															X	X		X											
Yealink T-22 SIP Phones to interoperate with Avaya IP Office - Issue 1.0 (843 kb) Aug 23, 2010	App Note	Yealink (UK) Limited Pennine House Salford Street Bury, Lancashire BL9 6YA United Kingdom +44 161 763 2060 +44 161 763 4029 www.yealink.co.uk	United Kingdom																									X																												
Yealink T-20 SIP Phones to interoperate with Avaya IP Office - Issue 1.0 (869 kb) Aug 23, 2010	App Note	Yealink (UK) Limited Pennine House Salford Street Bury, Lancashire BL9 6YA United Kingdom +44 161 763 2060 +44 161 763 4029 www.yealink.co.uk	United Kingdom																									X																												
Yealink T-18 SIP Phones to interoperate with Avaya IP Office - Issue 1.0 (819 kb) Aug 23, 2010	App Note	Yealink (UK) Limited Pennine House Salford Street Bury, Lancashire BL9 6YA United Kingdom +44 161 763 2060 +44 161 763 4029 www.yealink.co.uk	United Kingdom																									X																												
Revolution Web Call Accounting (IPO) Revolution Web Compliant with Avaya IP Office Solution. Revolution Web Call Accounting is a dynamic browser-based communications management solution that can be deployed in minutes. Revolution Web can allocate telecom expenses to individuals or departments. It is equipped with an embedded SQL database engine, built-in Web server and automated reporting. Revolution Web can monitor incoming and outgoing calls in real-time. Alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting. Revolution Web can be deployed in virtually any enterprise. - Issue 1.0 (977 kb) Aug 23, 2010	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	X			X																																																			
PAETEC Dynamic IP SIP Trunk Service using the BroadSoft Platform with Avaya IP Office and SIP Registration - Issue 1.0 (378 kb) Aug 23, 2010	App Note	PaeTec Communications - Service Provider PO Box 3177 Cedar Rapids, IA 52406-3177 United States 800-896-8330 319-790-7767 www.paetectsp.com	United States																										X																												
Imagine Soft CLARity with Avaya IP Office CLARity is a call accounting program which processes Call Detail Records generated by IP Office Issue 1.0 (745 kb) Aug 20, 2010	App Note	Imagine Soft 424 rue Paradis Marseille, 13008 France 33 491327400 33 491327401 www.imaginesoft.fr	France				X																																																		
Konftel 300W and Avaya IP Office Konftel 300 The Conference phone is high end and well suited for large and medium conference rooms. The product has some unique new features such as: - Conference Guide - Call recording to SD card - Wideband 7kHz - Line selection with 3 combined line interfaces: Analog, USB (for Softphones) and connection to Mobile [illegible] - Issue 1.0 (1055 kb) Aug 20, 2010	App Note	Avaya	United States								X																																												
Altavox Communications SIP Trunking Service with Avaya IP Office using SIP Registration - Issue 1.0 (352 kb) Aug 10, 2010	App Note	www.altavox.net	United States																										X																												
Avaya Modular Messaging with Avaya IP Office 6.0 (81006), Avaya Aura™ Session Manager 5.2 and Avaya Aura™ Communication Manager 5.2.1 as an Access Element - Issue 1.0 (6830 kb) Aug 4, 2010	App Note	Avaya	United States																											X																											
Avaya Modular Messaging with Avaya IP Office 6.0 (81006), Avaya Aura™ Session Manager 5.2 and Avaya Aura™ Communication Manager 5.2.1 as a Feature Server - Issue 1.0 (6116 kb) Aug 4, 2010	App Note	Avaya	United States																											X																											
SIP Trunking Using Sprint's SIP Trunk Service and Avaya IP Office Release 6.0 - Issue 1.0 (1672 kb) Jul 27, 2010	App Note	Sprint 6300 Sprint Pkwy Overland Park, KS 66251 United States 218-291-1143 218-233-3760 www.sprint.com	United States																										X																												
Imagine Soft Meteor SE with Avaya IP Office METEOR SE is totally suited to hospitality specifics Issue 1.0 (2116 kb) Jul 23, 2010	App Note	Imagine Soft 424 rue Paradis Marseille, 13008 France 33 491327400 33 491327401 www.imaginesoft.fr	France				X																																																		
Tidal Communications INet Business VoIP with Avaya IP Office using SIP Registration - Issue 1.0 (382 kb) Jul 22, 2010	App Note	www.tidalcom.com	United States																										X																												
KnoahSoft Harmony with Avaya IP Office KnoahSoft's Harmony Suite is a comprehensive, cost effective and tightly integrated set of web-based modules for call recording, quality evaluations, post-call surveying, coaching, learning, performance management and analytics that enables companies to effectively manage today's caller experience by optimizing agent performance in the contact center. Harmony provides enterprise level application capabilities for IP Office customers. Issue 1.0 (2062 kb) Jul 21, 2010	App Note	KnoahSoft 701 N. Green Valley Pky Ste 200 Henderson, NV 89074 United States 702-722-5000 www.knoahsoft.com	United States						X																	X																	X								X						
Iristel SIP Trunking Service with Avaya IP Office Without SIP Registration - Issue 1.0 (380 kb) Jul 2, 2010	App Note	1-866-79-iris (4747) www.iristel.ca	Canada																																																					
Telecor VS-600 Staff Call Station with Avaya IP Office The VS-600 Staff Call Station is a device that seamlessly integrates all the functions of a traditional nurse call system, providing instant two-way speech between residents and staff. The device is essentially an analog speaker telephone, primarily for retirement/assisted living residents to call staff; with capabilities such as programmable multiple call destination points for initial and redirection of [illegible] - Issue 1.0 (775 kb) Jul 2, 2010	App Note	Telecor Canada 1-800-464-3274 vstech@telecor.com www.telecor.com	Canada																																																					
Zeacom Communications Center with Avaya IP Office Using TAPI Wave Zeacom delivers Unified Communications (UC) solutions, by seamlessly unifying telephony and computer applications into high-end functionality such as Rich Presence, Intelligent Mobility and Conferencing. Zeacom has rolled out its solutions to some 2500 organizations worldwide. A Zeacom solution is extremely cost-effective as it runs on one server, providing a single user application and one administrative interface; delivering advanced UC functionality to businesses with up to 2500 desktops. Issue 1.0 (3054 kb) Jun 24, 2010	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X												X																X	X																		

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Zeacom Communications Center with Avaya IP Office Zeacom delivers Unified Communications (UC) solutions, by seamlessly unifying telephony and computer applications into high-end functionality such as Rich Presence, Intelligent Mobility and Conferencing. Zeacom has rolled out its solutions to some 2500 organizations worldwide. A Zeacom solution is extremely cost-effective as it runs on one server, providing a single user application and one administrative interface; delivering advanced UC functionality to businesses with up to 2500 desktops. Issue 1.0 (3034 kb) Jun 24, 2010	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X												X																X	X																	
Citel's Portico TVA™ with Avaya IP Office Portico TVA SIP Handset Gateway is a network appliance that allows for digital telephones to register with IP Office as SIP endpoints. The gateway's will interoperate with Avaya IP Office and with Avaya 2400 Series digital telephones, while delivering SIP functionality to Avaya (formerly known as Nortel) Meridian and NorStar telephones, and Siemens OptiPoint telephones. Issue 1.0 (2287 kb) Jun 21, 2010	App Note	Citel 221 Commerce Drive Amherst, New York, 14228 1-877-248-3587 (USA and Canada) +1-206-957-6270 (International) Fax: +1 206 957 6275 Email: sales@citel.com www.citel.com	United States																									X																										
SIP Connectivity between the Avaya Meeting Exchange Enterprise S6200 R5.2, Avaya AuraTM Session Manager R5.2 and Avaya IP Office 6.0 - Issue 1.0 (5200 kb) Jun 18, 2010	App Note	Avaya	United States								X																	X		X																								
Telephonetics IP Messaging Utility with Avaya IP Office Using Voicemail Pro Telephonetics IP Messaging Utility provideds customized audio recording files for the Avaya IP Office Voicemail Pro application. Telephonetics IP-based Audio Services Compliant with Avaya IP Office Solution. Telephonetics IP Message Management Application is a turnkey system to create, load and manage voice prompts or messages in Avaya Voicemail Pro. Its Web interface allows customers to easily create new prompts or scripts. This proprietary CRM application enables Telephonetics to remotely load and change multiple messages over the Internet and track the message changes cost effectively. Issue 1.0 (938 kb) Jun 17, 2010	App Note	Telephonetics Inc. 2841 Corporate Way Miramar, FL 33025 United States 800-446-5366 x5961 954.556.5990 www.telephonetics.com/partnercentral	United States																			X																	X																
Telephonetics IP Messaging Utility with Avaya IP Office Using External Music On Hold Telephonetics IP Messaging Utility provided customized and PC-based audio contents via the external Music On Hold interface for held calls in Avaya IP Office. Issue 1.0 (663 kb) Jun 17, 2010	App Note	Telephonetics Inc. 2841 Corporate Way Miramar, FL 33025 United States 800-446-5366 x5961 954.556.5990 www.telephonetics.com/partnercentral	United States																			X																																	
Avaya IP Office as a Conference Server for Avaya Aura™ Communication Manager 5.2.1 - Issue 1.0 (957 kb) Jun 8, 2010	App Note	Avaya	United States																											X																								
SIP Trunks between Avaya Aura™ Session Manager Release 6.0, Avaya Aura™ Communication Manager Feature Server Release 6.0, and Avaya IP Office Release 6.0 - Issue 1.0 (1074 kb) Jun 7, 2010	App Note	Avaya	United States																									X		X																								
SIP Trunks between Avaya Aura™ Session Manager Release 6.0, Avaya Aura™ Communication Manager Evolution Server Release 6.0, and Avaya IP Office Release 6.0 - Issue 1.0 (976 kb) Jun 7, 2010	App Note	Avaya	United States																									X		X																								
SIP Trunking between Metaswitch MetaSphere CFS and Avaya IP Office - Issue 1.0 (1614 kb) May 26, 2010	App Note	www.metaswitch.com	United States																									X		X																								
DuVoice 5.0 with Avaya IP Office DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI link to the Avaya IP Office to provide a middleware solution between the Avaya IP Office and the PMS. InnDesk provides a web enabled guest management tool for multiple hotel staff memebers. Issue 1.0 (3786 kb) May 26, 2010	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States	X			X														X			X																							X									
Xarios Call Recorder and an Avaya IP Office Telephony Solution Attached to BRI Trunk - Issue 1.0 (817 kb) May 26, 2010	App Note	Xarios Limited Unit 7 Digital Park Pacific Way Salford Quays, Manchester M50 1DR United Kingdom 08453736880 08453736881 www.xarios.com	United Kingdom																							X																													
Xarios Call Recorder and an Avaya IP Office Telephony Solution Attached to PRI Trunk - Issue 1.0 (834 kb) May 21, 2010	App Note	Xarios Limited Unit 7 Digital Park Pacific Way Salford Quays, Manchester M50 1DR United Kingdom 08453736880 08453736881 www.xarios.com	United Kingdom																							X																													
Ascom wireless i75 VoWiFi Handset with Avaya IP Office in a Converged Voice over IP and Data Network - Issue 1.0 (1064 kb) May 20, 2010	App Note	Ascom (Sweden) AB Grimbodalen 2 40276 Gothenborg Gothenburg, N/A 402 76 Sweden +46 31 559300 +46 31 552031 www.ascom.com/se	Sweden																									X																										
SIP Trunking Using Verizon Business IP Contact Center VoIP Inbound and Avaya IP Office Release 6 - Issue 1.0 (2309 kb) May 18, 2010	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																									X																										
SIP Trunking Using Verizon Business IP Trunk SIP Trunk Service Offer and Avaya IP Office Release 6 - Issue 1.0 (2411 kb) May 18, 2010	App Note	Verizon Business ConfigurationVerizon Business One Verizon Way Basking Ridge, NJ 07920 United States 800-488-6384 www.verizonbusiness.com	United States																									X																										
SIP Trunks among Avaya Business Communication Manager 5.0, Avaya Aura™ Session Manager 5.2, Avaya IP Office 5.0 and Avaya Aura™ Communication Manager 5.2.1 - Issue 1.0 (1187 kb) May 3, 2010	App Note	Avaya	United States																									X		X																								
SIP Trunking between the Comdasys Mobile Convergence Solution and an Avaya IP Office Telephony Solution - Issue 1.0 (1351 kb) Apr 29, 2010	App Note	Comdasys Ruedesheimer Strasse Munich, Munich 80686 Germany +49 89 548433317 www.comdasys.com	Germany																				X						X																										
Ascom Wireless IP-DECT SIP Solution with Avaya IP Office in a Converged Voice over IP and Data Network - Issue 1.0 (1143 kb) Apr 29, 2010	App Note	Ascom (Sweden) AB Grimbodalen 2 40276 Gothenborg Gothenburg, N/A 402 76 Sweden +46 31 559300 +46 31 552031 www.ascom.com/se	Sweden																									X																										
DuVoice with Avaya IP Office DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI link to the Avaya IP Office to provide a middleware solution between the Avaya IP Office and the PMS. InnDesk provides a web enabled guest management tool for multiple hotel staff memebers. Issue 1.0 (3641 kb) Apr 28, 2010	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States	X			X														X			X																							X									

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
SIP Trunking between the Belgacom SIP Service and an Avaya IP Office Telephony Solution - Issue 1.0 (692 kb) Mar 26, 2010	App Note	Belgacom Geldenaaksebaan 335 Heverlee, Heverlee B-3001 Belgium +32 (0)16 38 28 28 www.telindus.be	Belgium																									X																												
dvsAnalytics Encore with Avaya IP Office dvsAnalytics Encore is a call recording solution to record Avaya digital phones primarily for the healthcare industry. Issue 1.0 (909 kb) Mar 18, 2010	App Note	dvsAnalytics 17255 N. 82nd St. Suite 4 Scottsdale, AZ 85255 United States 480.538.2020 480.538.2021 www.dvsAnalytics.com	United States																							X																		X														
911 Enable provides enterprises and SMBs with simple to deploy, easy to manage E911 solutions that meet the needs of IP-based communications networks. 911 Enable?s solutions include an E911 call routing service, automated phone tracking appliance and security desk notification system. These solutions have been established according to FCC, CRTC, and NENA i2 standards, helping organizations reduce liability concerns and meet E911 regulations. In 2005, 911 Enable pioneered the first fully integrated E911 solution for enterprise IP phone systems, and has been delivering products and services focused on IP telephony ever since. Today, 911 Enable routes more than 20,000 9-1-1 calls per month and is trusted by over 1000	App Note	911 Enable 5101 Buchan Suite # 510 Montreal, QC H4P 2R9 Canada 1-877-862-2835 514-745-8616 arrow www.911enable.com	United States / Canada	X																																																					
SIP Trunking between the COLT VoIP Access SIP Service and an Avaya IP Office Telephony Solution - Issue 1.0 (674 kb) Feb 23, 2010	App Note	Colt Technology Services Beaufort House 15 St Botolph Street London, London EC3A 7QN United Kingdom 00442073903900 www.colt.net	United Kingdom																									X																												
MultiTech MultiVOIP FX with Avaya IP Office using SIP Fax Endpoints The MultiVOIP FX SIP gateway provides toll-free voice and fax communications over the Internet or Intranet. By integrating voice and fax into your existing data network, you can realize substantial savings on inter-office long distance toll charges. The MultiVOIP FX gateway is available in 2, 4 and 8 port models. It connects directly to phones, fax machines, key systems, PSTN lines or a PBX to provide real-time, toll-quality voice connectionss to any office on your VOIP network. The MultiVOIP FX gateway is designed to maximize the investments you've aleady made in your data and voice network infrastructure. Issue 1.0 (2224 kb) Feb 23, 2010	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States																								X																												
SIP Trunks between Avaya Aura™ Session Manager, Avaya Aura™ Communication Manager 5.2.1, and Avaya IP Office Release 5.0 - Issue 1.0 (1159 kb) Feb 1, 2010	App Note	Avaya	United States																									X		X																								
Metropolis OfficeWatch Telemanagement with Avaya IP Office Metropolis creates the powerful, user-friendly telemanagement solution OfficeWatch for Business. OfficeWatch integrates seamlessly with the IP Office and helps users improve employee productivity, control telephone costs, monitor trunk traffic, and archive historical phone call data. Businesses can also use OfficeWatch to recoup costs for the phone system by billing tenants and/or clients for usage. Some businesses currently using OfficeWatch include law firms, clinics, assisted living facilities, schools, banks, call centers, retail stores and municipalities.	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																																	
DuVoice with Avaya IP Office DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI link to the Avaya IP Office to provide a middleware solution between the Avaya IP Office and the PMS. InnDesk provides a web enabled guest management tool for multiple hotel staff memebers. Issue 1.0 (3498 kb) Jan 25, 2010	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States	X			X															X			X																								X								
Metropolis ProfitWatch Hotel Call Accounting with Avaya IP Office ProfitWatch for Hotels offers flexible and sophisticated guest pricing and billing options for hotels wishing to generate revenue from guest and convention telephone calls. Available in standalone, web-enabled and client/server versions, ProfitWatch is the perfect telemanagement and billing solution for hotels of all sizes. Current customers include Starwood Hotels, InterContinental Hotels Group, Hilton, Marriott International and Choice Hotels. Issue 1.0 (1342 kb) Jan 25, 2010	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																													X						
SIP Trunking between Broadvox GO! SIP Trunking and Avaya IP Office - Issue 1.2 (1121 kb) Jan 5, 2010	App Note	Broadvox, LLC 1950 N. Stemmons Hwy, Suite 3031 Dallas, TX 75207 United States 214 646 8000 216 373 4876 www.broadvox.com	United States																									X																												
A Small to Medium Size Business VoIP and Data Network Solution Consisting of HP ProCurve	App Note	[illegible]	United States															X																																						
Microsoft Office Communications Server 2007 R2 and Avaya IP Office PSTN Call Routing - Issue 1.0 (983 kb) Dec 16, 2009	App Note	www.microsoft.com	United States																									X		X																								
MultiTech MultiVOIP FX with Avaya IP Office Using SIP Endpoints The MultiVOIP FX SIP gateway provides toll-free voice and fax communications over the Internet or Intranet. By integrating voice and fax into your existing data network, you can realize substantial savings on inter-office long distance toll charges. The MultiVOIP FX gateway is available in 2, 4 and 8 port models. It connects directly to phones, fax machines, key systems, PSTN lines or a PBX to provide real-time, toll-quality voice connectionss to any office on your VOIP network. The MultiVOIP FX gateway is designed to maximize the investments you've aleady made in your data and voice network infrastructure. Issue 1.0 (2325 kb) Dec 15, 2009	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States																								X																												
NET Tenor DX with Avaya IP Office Using ISDN PRI T1 QSIG The NET Tenor DX is a VoIP gateway that supports ISDN PRI, H.323, and SIP protocols. The compliance testing focused on using the ISDN PRI T1 QSIG trunk interface between Avaya IP Office and NET Tenor DX. IP telephony platform that offers integrated SIP and H.323 call control, interoperability and protocol conversion, SS7/C7 signaling, interactive voice response, TDM/Ethernet media conversion, billing record generation, and secure voice (STU/FNBDT) traffic handling. Issue 1.0 (2199 kb) Dec 15, 2009	App Note	Network Equipment Technologies Inc 6900 Paseo Padre Parkway Fremont, CA 94555 United States +1 510-574-4312 +1 510-574-4000 www.net.com	United States				X											X																X																						
Tri-Line TIM Enterprise with Avaya IP Office TIM Enterprise allows you to log calls from multiple IP Office's into one centralised facility. The largest installed system currently has 63 IP Offices feeding into one TIM Enterprise. Sites are based around the globe and therefore require numerous tariffs and international time zone reconciliation i.e. each site logs at local time. The unique objects-based directory in TIM Enterprise places no limits on hierarchical width or depth of this facility, meaning you can faithfully recreate any company's actual structure. TIM Enterprise doesn't place any restrictions on the number of users who can concurrently access the system and allows you to dictate access levels e.g. all sites, a specific region, a specific site or just a specific team. Connection via IP on Port 9000 is easy. TIM Enterprise can handle duplicate extensions, international time zone reconciliation, Intelligent Inter-SiteTrunk Routing, Mobile CDR billing, and multiple tariffs. Advanced reporting options means you get interactive graphs and fully-clickable headers on all web reports as well as the option to run immediately or schedule for future delivery to PDF, Excel, CSV or XML. Thanks to its unique live call processing engine, TIM Enterprise has the unprecedented ability to provide dynamic, statistics at any number of points inside your organizational structure, so display boards can be fully customized to show group members' call statistics, leader board panels, summary panels, live RSS feeds and web pages. Issue 1.0	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				X																																																	

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Tri-Line TIM Plus with Avaya IP Office TIM Plus is our most popular solution on IP Office with over 2,000 installs. Connection via Port 9000 is simple and within seconds of install you can provides advanced call logging for up to 400 users across one to five IP Offices. TIM Plus runs as a Windows Service and all of its functions, configuration, and call reports are accessible through any standard web browser. All reports can be run on an ad-hoc basis or scheduled for future delivery. Report formats include Web, PDF, XML, CSV and Excel. Web reports include interactive graphs and clickable headers for easy re-ordering of data. Thanks to its unique live call processing engine, TIM Plus also has the unprecedented ability to provide dynamic statistics at any number of points inside your organizational structure, so display boards can be fully customized to show group members' call statistics,leader board data, and even local weather reports! TIM Plus provides you IP Office users with enterprise functionality at SME prices. Issue 1.0 (1084 kb) Dec 10, 2009	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				☒																																																
Tri-Line TIM Professional with Avaya IP Office TIM Professional is our entry-level call logger. Deceptively powerful with an in-built web-server, it allows your managers and teams access to critical business intelligence they need to help manage your telephony needs. Access is via any web-browser, all reports can be run on an ad-hoc basis or scheduled for future delivery. It does not have the clickable header and advanced customisable display boards available on our more advanced TIM Plus product. Issue 1.0 (1540 kb) Dec 10, 2009	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				☒																																															
Tri-Line TIM Professional with Avaya IP Office Delta Server TIM Professional is our entry-level call logger. Deceptively powerful with an in-built web-server, it allows your managers and teams access to critical business intelligence they need to help manage your telephony needs. Access is via any web-browser, all reports can be run on an ad-hoc basis or scheduled for future delivery. It does not have the clickable header and advanced customisable display boards available on our more advanced TIM Plus product. Issue 1.0 (2068 kb) Nov 17, 2009	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				☒																																															
Tri-Line TIM Enterprise with Avaya IP Office Delta Server TIM Enterprise allows you to log calls from multiple IP Office's into one centralised facility. The largest installed system currently has 63 IP Offices feeding into one TIM Enterprise. Sites are based around the globe and therefore require numerous tariffs and international time zone reconciliation i.e. each site logs at local time. The unique objects-based directory in TIM Enterprise places no limits on hierarchical width or depth of this facility, meaning you can faithfully recreate any company's actual structure. TIM Enterprise doesn't place any restrictions on the number of users who can concurrently access the system and allows you to dictate access levels e.g. all sites, a specific region, a specific site or just a specific team. Connection via IP on Port 9000 is easy. TIM Enterprise can handle duplicate extensions, international time zone reconciliation, Intelligent Inter-SiteTrunk Routing, Mobile CDR billing, and multiple tariffs. Advanced reporting options means you get interactive graphs and fully-clickable headers on all web reports as well as the option to run immediately or schedule for future delivery to PDF, Excel, CSV or XML. Thanks to its unique live call processing engine, TIM Enterprise has the unprecedented ability to provide dynamic, statistics at any number of points inside your organizational structure, so display boards can be fully customized to show group members' call statistics, leader board panels, summary panels, live RSS feeds and web pages. Issue 1.0 (2237 kb) Nov 16, 2009	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				☒																																															
MultiTech FaxFinder® with Avaya IP Office The FaxFinder fax server is an all-in-one fax-to-email server, allowing you to send and receive faxes from your computer. It converts faxes to PDF or TIFF files allowing you to send faxes from any application that can print and receive faxes as e-mails, wherever you are. The solution provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. In addition, it provides secure, convenient faxing for LAN users offering a high degree of privacy for both the sender and recipient. This completes the IP Office unified communication solution by delivering faxes to the inbox. This is the FFx20 model series. Issue 1.0 (2807 kb) Nov 16, 2009	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States																																		☒	☒																		
Phybridge UniPhyer with Avaya IP Office Phybridge provides companies a choice when deploying VoIP to utilize their existing telephony wiring instead of upgrading their LAN. The Phybridge UniPhyer solution enables all IP PBX providers a non-disruptive plug and play installation on CAT3 wiring with significantly lower costs than traditional deployments. This methodology offers guaranteed QOS with POE all over a single twisted pair resulting in less complexity, cost and time requirements. Issue 1.0 (1192 kb) Nov 3, 2009	App Note	Phybridge Inc. 3495 Laird Rd Unit 12 Mississauga, Ontario L5L 5S5 Canada 9059013633 9055598984 www.phybridge.com	Canada															☒																			☒									☒		☒	☒										
Teledex iPhone SIP ND2000 Series and SIP NDC2000 Series IP Telephones with Avaya IP Office - Issue 1.0 (1610 kb) Oct 27, 2009	App Note	Phone: (800) 794-8353 Web: http://www.teledex.com	United States																									☒																												
Teledex iPhone SIP LD4200 Series IP Telephones with Avaya IP Office - Issue 1.0 (1612 kb) Oct 27, 2009	App Note	Phone: (800) 794-8353 Web: http://www.teledex.com	United States																									☒																												
Tri-Line TIM Plus with Avaya IP Office Delta Server TIM Plus is our most popular solution on IP Office with over 2,000 installs. Connection via Port 9000 is simple and within seconds of install you can provides advanced call logging for up to 400 users across one to five IP Offices. TIM Plus runs as a Windows Service and all of its functions, configuration, and call reports are accessible through any standard web browser. All reports can be run on an ad-hoc basis or scheduled for future delivery. Report formats include Web, PDF, XML, CSV and Excel. Web reports include interactive graphs and clickable headers for easy re-ordering of data. Thanks to its unique live call processing engine, TIM Plus also has the unprecedented ability to provide dynamic statistics at any number of points inside your organizational structure, so display boards can be fully customized to show group members' call statistics,leader board data, and even local weather reports! TIM Plus provides you IP Office users with enterprise functionality at SME prices. Issue 1.0 (2040 kb) Oct 26, 2009	App Note	Tri-Line 9 - 10 Telfords Yard The Highway London, England E1W 2BS United Kingdom 44 20 7265 2600 44 20 7265 2601 www.tri-line.com	United Kingdom				☒																																															
emFAST FACSys Fax Messaging Suite with Avaya IP Office The emFAST FACSys Fax Messaging Suite is a fax family solution that uses the SIP trunk interface with T.38 fax from Avaya IP Office to send and receive fax. Issue 1.0 (1979 kb) Oct 20, 2009	App Note	emFAST +1 (866) 436-3278 +1 (416) 283-8411 Fax +1 (416) 208-6770 sales@emfast.com www.emfast.com	United States																																	☒																				
ESTOS CallControlGateway and Avaya IP Office The ESTOS Remote CallControlGateway integrates Microsoft Office Communications Server and Microsoft Office Communicator with TAPI- and most CSTA-compliant PBX systems via SIP and uaCSTA. It reduces the need to upgrade to new telecommunications infrastructure, extending investment protection for a businesses' existing communications technology. Issue 1.0 (666 kb) Oct 20, 2009	App Note	ESTOS GmbH Petersbrunner Str. 3a Starnberg, Bavaria 82319 Germany +49 8151 36856 134 +49 8151 36856 199 www.estos.com	Germany		☒			☒																													☒																				
SonicWALL VPN solution with an Avaya IP Telephony Infrastructure using Avaya IP Office in a Converged VoIP and Data Network - Issue 1.0 (3103 kb) Sep 25, 2009	App Note	SonicWALL 2001 Logic Drive San Jose, CA 95124-3452 United States 408 745-9600 www.sonicwall.com	United States															☒																☒																								
snom 820 VoIP Telephone with Avaya IP Office are SIP-based phones that integrate with Avaya IP Office as SIP endpoints. Issue 1.0 (1779 kb) Sep 25, 2009	App Note	Phone: (978) 998-7882 Web: http://www.snom.com	United States																									☒																												
snom m3 IP DECT Phone with Avaya IP Office - Issue 1.0 (1517 kb) Sep 25, 2009	App Note	Phone: (978) 998-7882 Web: http://www.snom.com	United States																									☒																												
SonicWALL Continuous Data Protection (CDP) backup solution with Avaya VoiceMail Pro - Issue 1.0 (605 kb) Sep 25, 2009	App Note	SonicWALL 2001 Logic Drive San Jose, CA 95124-3452 United States 408 745-9600 www.sonicwall.com	United States															☒																☒																								
snom 3x0 VoIP Phones with Avaya IP Office - Issue 1.0 (1740 kb) Sep 22, 2009	App Note	Phone: (978) 998-7882 Web: http://www.snom.com	United States																									☒																												
snom MeetingPoint VoIP Conference Telephone with Avaya IP Office Snom MeetingPoint is a SIP-based conference telephone that integrates with Avaya IP Office as a SIP endpoint. Issue 1.0 (1602 kb) Sep 22, 2009	App Note	Phone: (978) 998-7882 Web: http://www.snom.com	United States								☒																	☒																												

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
ClearOne MAX IP and MAXAttach IP with Avaya IP Office - Issue 1.0 (1694 kb) Aug 18, 2009	App Note	ClearOne Communication 5225 Wiley Post Way Suite 500 Salt Lake City, UT 84116 United States 801-975-7200 www.clearone.com	United States								X																	X																											
Polycom SoundStation IP 6000 and 7000 with Avaya IP Office - Issue 1.0 (1585 kb) Aug 17, 2009	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 998 2616 www.polycom.com	United States								X																	X																											
UM-Labs SIP Security Controller with Avaya IP Office, Avaya Communication Manager and Avaya SIP Enablement Services - Issue 1.0 (4705 kb) Jul 21, 2009	App Note	Avaya	United States																									X		X			X																					
HP ProCurve Switches connected to an Avaya Telephony Infrastructure using Avaya IP Office in a Converged VoIP and Data Network - Issue 1.0 (840 kb) Jul 20, 2009	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															X																																						
SIP Trunking between Cincinnati Bell Any Distance eVantage and Avaya IP Office - Issue 1.0 (1100 kb) Jul 20, 2009	App Note	Cincinnati Bell Technology Solutions Inc. 4600 Montgomery Rd Suite 400 Cincinnati, OH 45212 United States 513-841-5000 cbts.cincinnatibell.com/overview.html	United States																									X																											
HP ProCurve Networking Switches connected to an Avaya Telephony Infrastructure in a Multi-Site VoIP and Data Network solution using Avaya IP Office - Issue 1.0 (908 kb) Jul 20, 2009	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															X																																						
Tone Software Streamline Network Assessment Service with Avaya IP Office The Tone Software Streamline Network Assessment Service collectes and analyzes IP packets from the Avaya IP Telephones, and produces results to measure the state of the network infrastructure. Issue 1.1 (1065 kb) Jul 1, 2009	App Note	Tone Software Corporation 1735 South Brookhurst St. Anaheim, CA 92804 United States 800 833-8663 714 991-1831 www.tonesoft.com	United States																X							X																													
Sample Configuration for H.323 Trunk between Avaya IP Office and Cisco Unified Communications Manager 7.0 - Issue 1.0 (2716 kb) Jun 15, 2009	App Note	www.cisco.com	United States																											X																									
Brocade FastIron SuperX and GS Switches with an Avaya Telephony Infrastructure using Avaya IP Office in a Converged VoIP and Data Network - Issue 1.0 (874 kb) Apr 28, 2009	App Note	BROCADE 1-888-BROCADE INT'L 1-408-333-4300 www.brocade.com	United States															X	X																									X		X										
SLIT NovaHotel IPO-VMPRO and Avaya IP Office NOVAHotel (on IPO)NOVAHotel (on IPO) Nova Hotel software suite is a PC-based application suite that provides an end user interface with Avaya IP Office in a Hospitality environment. The suite is able to manage one or several Avaya IP Offices, and works as a web application to meet the requirements of hotels. It is widely used in hotels in France. With this application, your desk attendants will be able to manage the arrival of individual guests or groups, bill customers at the end of their stay, or move them between rooms, at the ease of a mouseclick. As a manager, you will be able to follow the telephony costs of your phone installation, perform statistics on your incoming or outgoing calls, in order to optimize the quality of your reception desk. The NovaHotel Suite can be linked with all major front office of the hotel branch, including Fidelio and Amadeus, with which validation has been awarded to us. Issue 1.0 (911 kb) Apr 24, 2009	App Note	SLIT 31 rue de Cuire LYON, France 69004 France +33472101650 www.slit.fr	France				X																																								X							
SLIT NovaHotel IPO-TAPI and Avaya IP Office NOVAHotel (on IPO) Nova Hotel software suite is a PC-based application suite that provides an end user interface with Avaya IP Office in a Hospitality environment. The suite is able to manage one or several Avaya IP Offices, and works as a web application to meet the requirements of hotels. It is widely used in hotels in France. With this application, your desk attendants will be able to manage the arrival of individual guests or groups, bill customers at the end of their stay, or move them between rooms, at the ease of a mouseclick. As a manager, you will be able to follow the telephony costs of your phone installation, perform statistics on your incoming or outgoing calls, in order to optimize the quality of your reception desk. The NovaHotel Suite can be linked with all major front office of the hotel branch, including Fidelio and Amadeus, with which validation has been awarded to us. Issue 1.0 (985 kb) Apr 21, 2009	App Note	SLIT 31 rue de Cuire LYON, France 69004 France +33472101650 www.slit.fr	France				X																																								X							
Sample Configuration for SIP Trunking between Avaya IP Office and Cisco Unified Communications Manager 7.0 - Issue 1.0 (2530 kb) Apr 15, 2009	App Note	www.cisco.com	United States																									X		X																									
TONE Software's ReliaTel with Avaya IP Office ReliaTel comprehensively monitors and manages diverse voice and data networks across multi-vendor TDM, IP Telephony and Unified Communications networks and expands this reach into SMB market segments that have installed IP Office. Using ReliaTel, Channel Partners can leverage a single cost-effective solution to manage the entire voice environment, and significantly lower annual voice network maintenance costs with no additional staff, infrastructure upgrades, or major hardware purchases. And, ReliaTel fits seamlessly into all network environments, with extensive connectivity options, agent-less monitoring and automated management that reduce administration and maintenance overhead. Plus, using ReliaTel's optional analysis and reporting facility, you'll have the operational statistics, traffic, and performance reports you need to identify bottlenecks and maintenance issues that negatively impact your service levels. You'll also get the critical insight you need to plan preventative maintenance and upgrades that may eliminate costly repairs or service outages. Issue 1.0 (1529 kb) Apr 1,	App Note	Tone Software Corporation 1735 South Brookhurst St. Anaheim, CA 92804 United States 800 833-8663 714 991-1831 www.tonesoft.com	United States																X							X																													
SLIT NovaHop IPO-VMPRO and Avaya IP Office NOVAHOP (on IPO) NovaProHop CS software suite is a PC-based application suite that provides an end user interface with Avaya IP Office in a Healthcare environment. The suite is able to manage one or several Avaya IP Offices, and works as a client/server application to meet the requirements of hospitals or retirement homes. It is widely used in hospitals and retirement homes in France. With this application, you provide your patients with an extensive telephone service, including several billing capabilities according to the type of hospitalization (long stay, retirement, ?), the possibility to follow your patient over several stays (keeep its DID number, its confidential key, its phone credit,?), and to include in his billing television costs, and other expenses like newspapers or any item that you would like to sell. Tailored to meet your needs, you will be able to fine tune the software behaviour to match your internal procedures. This application covers the whole hospitality field, from the small retirement home up to the biggest multi thousand beds hospitals, with simultaneous users ranging from one to more than a hundred. As a manager, you will be able to supervise your telephony costs, optimize the quality of your switchboard, and perform all the statistics and reports your board of directors will ever need. Furthermore, it has been linked with all major PMS software, thus minimizing the amount of manual entries for end users who can concentrate on other tasks. Issue 1.0 (1413 kb) Mar 24, 2009	App Note	SLIT 31 rue de Cuire LYON, France 69004 France +33472101650 www.slit.fr	France				X																																								X							
SLIT NovaHop IPO-TAPI and Avaya IP Office NOVAHotel (on IPO) Nova Hotel software suite is a PC-based application suite that provides an end user interface with Avaya IP Office in a Hospitality environment. The suite is able to manage one or several Avaya IP Offices, and works as a web application to meet the requirements of hotels. It is widely used in hotels in France. With this application, your desk attendants will be able to manage the arrival of individual guests or groups, bill customers at the end of their stay, or move them between rooms, at the ease of a mouseclick. As a manager, you will be able to follow the telephony costs of your phone installation, perform statistics on your incoming or outgoing calls, in order to optimize the quality of your reception desk. The NovaHotel Suite can be linked with all major front office of the hotel branch, including Fidelio and Amadeus, with which validation has been awarded to us. Issue 1.0 (1433 kb) Feb 23, 2009	App Note	SLIT 31 rue de Cuire LYON, France 69004 France +33472101650 www.slit.fr	France				X																																								X							

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Routing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Objectworld UC Server with Avaya IP Office Using TAPI Wave Integration - Issue 1.0 (3054 kb) Feb 13, 2009	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																		☒														☒		☒					☒			☒	☒										
Objectworld UC Server with Avaya IP Office Using TAPI Analog Integration Objectworld's award-winning CallAttendant Office delivers a feature-rich unified communications application, including features such as call-flow management, unified messaging for Microsoft Exchange, Lotus Domino and IMAP4 servers, database IVR, fax server, text-to-speech, and more Issue 1.0 (3543 kb) Feb 13, 2009	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																		☒														☒		☒					☒			☒	☒										
Visionutveckling Vision 80/20 and Avaya IP Office Vision 80/20 for IP Office Vision 80/20 is a widely used application for managing presence information as well as to provide attendant functionality and voicemail for small companies and large enterprises. Vision 80/20 is a complete application combining attendant console, APBX/PBX-integration and an interface for users to administer their extension/profile via a web application. Issue 1.0 (456 kb) Feb 4, 2009	App Note	Visionutveckling AB Gardesvagen 1 STENUNGSUND, SE 44431 SWEDEN +46 303 729200 +46 303 729260 www.visionutve.se	Sweden		☒																					☒						☒				☒																						
Phybridge UniPhyer with Avaya IP Office Phybridge provides companies a choice when deploying VoIP to utilize their existing telephony wiring instead of upgrading their LAN. The Phybridge UniPhyer solution enables all IP PBX providers a non-disruptive plug and play installation on CAT3 wiring with significantly lower costs than traditional deployments. This methodology offers guaranteed QOS with POE all over a single twisted pair resulting in less complexity, cost and time requirements. Issue 1.0 (725 kb) Jan 27, 2009	App Note	Phybridge Inc. 3495 Laird Rd Unit 12 Mississauga, Ontario L5L 5S5 Canada 9059013633 9055698984 www.phybridge.com	Canada														☒																			☒									☒	☒										
SIP Trunking Using PAETEC Communications Dynamic IP SIP Trunk Service and an Avaya IP Office Telephony Solution - Issue 1.0 (813 kb) Jan 23, 2009	App Note	PaeTec Communications - Service Provider PO Box 3177 Cedar Rapids, IA 52406-3177 United States 800-896-8330 319-790-7767 www.paetec.com	United States																										☒																										
Trivium SonicView with Avaya IP Office Trivium SonicView is a packet-based VoIP call recording solution that uses the events from Avaya IP Office to record calls for monitored users with Avaya IP Telephones. Issue 1.0 (1230 kb) Jan 6, 2009	App Note	TriVium(503) 726-4300 support@triviumsys.com, For sales support, call (877) 439-9338	United States																						☒																												
DATEL Call SWEET! Live with Avaya IP Office Call SWEET! Live is a first-rate real-time contact center management solution that helps businesses increase overall efficiency, cut costs and improve customer service by monitoring and reporting on various real-time aspects of a contact center, from agent status and hunt group call activity to speed of answer and calls in queue. Additional features include alarms, live chat and wall boards. Call SWEET! Live also provides robust historical reporting through its layered call accounting application, Call SWEET!. Call SWEET! Live is highly scalable to meet the needs of any size company and versatile enough to fit any industry. Issue 1.0 (1526 kb) Dec 22, 2008	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States				☒		☒																																																		
Tiger Communications' 2020 Pro with Avaya IP Office DCMon (Data Collection Monitor) and Tiger 2020 Advanced Reporting are applications that are providing call accounting and billing functionality as part of the Tiger 2020 Pro package. DCMon is responsible for obtaining SMDR (Station Message Detail Reporting) records from Avaya IP Office and it is responsible for storing and processing of th e records. Tiger 2020 Advanced Reporting is further processing the SMDR records obtained from DCMon in order to provide usage analysis, call cost ing and billing data reports. There are four main areas of integration between the products that require validation. These are: • SMDR details of intra-switch calls • SMDR details of incoming trunk calls • SMDR details of outgoing trunk calls • Link Failure/Recovery. Issue 1.0 (656 kb) Dec 15, 2008	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				☒									☒																																										
Tiger Communications' Hotel Pro with Avaya IP Office Tiger Hotel Pro is a graphical hospitality user interface. It is commonly used in hotels to provide a means of controlling usage of room facilities. Tiger utili zes XML based communication for hospitality control of Avaya IP Office. Hospitali y features are translated into a set of XML commands which are passed via a secu re IP port to Avaya IP Office. The following main features were compliance tested. • Check-In - This funcion is used to assign a ne w guest to a particular room with a telephone. The credentials of th e guest are used to update the station configuration within Avaya IP Office. This includes the display name of the phone as well as calling restrictions and Message Waiti ng Indicator (MWI) updates. • DDI - This function is used to allocate a DDI to a room telephone extension. When DDI is allocated to a checked-in room, the room can be called externally, by making an inbound external call to a DDI number. • Update - A facility that updates the display na me of the station in Avaya IP Office. • Room Transfer - This allows a guest to transfer to a different unoccupied room and it results in a transfer of the guest's extension configuration. • Telephone Service Class - Tiger allows two telephone service classes: "Barred" and "Unbarred" which refer to barring or permitting external calls. On check-in, user rights are set to "Unbarred" in Avaya IP Office, howev er this can be overridd en to "Barred", if a guest wishes, through the Update facility. On check-out the user-rights are set to "Barred • Message Waiting - Tiger Hotel Pro allows messages to be left for guests. The Message Waiting Indication (MWI) phone feature alerts the guest to a voice message. • Check-out - Once a guest has vacated a room, this function resets the telephone to the default configuration and sets call barring of external calls. • Maid Status - Maid Status is a mechanism allowi ng the room status to be updated in Hotel Pro by minimal telephone interaction. This is often used to indicate room ready status following cleaning. • Link Failure/Recovery – Verification was done to ensure th at there is suitable recovery of the Tiger Hotel Pro after a lost c onnection link to Avaya IP Office. Issue 1.0 (921 kb) Dec 15, 2008	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				☒									☒									☒																																		
Tiger Communications' Innovation 2020 with Avaya IP Office Tiger Innovation 2020 is hospitality system that provides a hotel with voicemail functionality. The voicemail feature is delivered via a Dialog ic analogue voice processing card which connects to analogue extension port s of Avaya IP Office. The following areas of integration be tween the products were validated: • Call coverage is provided by ro uting internal calls through Avaya IP Office analog lines to Tiger Innovation 2020 voicemail. The foll owing scenarios of call coverage were verified: - No answer on a dialed extension - Dialed extension is busy • Recording messages on the voicemail system • Retrieving messages by making a dir ect call to the voicemail system • Message Waiting Indication (MWI) lamp • Voicemail integration with hospitality features like check-in, check-out and room transfer • Link Failure and Recovery for analog lines and IP connection. Issue 1.0 (954 kb) Dec 15, 2008	App Note	Group Tiger 77-79 Christchurch Road Ringwood, Hampshire BH24 1DH United Kingdom +44 (1425) 891000 +44 (01425) 461484 www.tigercomms.com	United Kingdom				☒									☒			☒		☒																	☒																						

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
IgeaCare ApoloDS with Avaya IP Office The igeacom nurse call devices are essentially analog speaker telephone s that can be activated by residents via multiple call points to reach the nurse staff. Each igeacom device is configured as an analog user on Avaya IP Office. When the re sident activates an igeacom via a call point to reach the nurse staff, the igeacom originates a call to the ApoloDS hunt group. The ApoloDS obtains information on the resident and the call point type via the DTMF digits out-pulsed by the igeacom device, and uses that info rmation to transfer the call to the appropriate nurse hunt group. When the call is delivered to a nurse station in the nurse hunt group, the telephone display for the nurse station will show the name of the resident's igeacom device along with the name of the called hunt group. Issue 1.0 (2314 kb) Dec 3, 2008	App Note	IgeaCare System 91 Granton Drive Richmond Hill, ON L4B-2N5 Canada 905 707 1669 or (866) 361-6225 FAX 905 707 1775 www.igeacare.com	Canada	X				X																																			X	X	X										
SIP Trunking between Club Communication SIP Trunking Service and an Avaya IP Office Telephony Solution – Issue 1.1 (632 kb) Dec 1, 2008	App Note	44 (0)1453 760240 IPT@club-comms.co.uk	United Kingdom																									X																										
Imagine Soft Meteor SE with Avaya IP Office - Issue 1.0 (996 kb) Nov 20, 2008	App Note	Imagine Soft 424 rue Paradis Marseille, 13008 France 33 491327400 33 491327401 www.imaginesoft.fr	France				X																					X																				X								
IgeaCare igeacom with Avaya IP Office The igeacom nurse call devices are essentially analog speaker telephone s that can be activated by residents via multiple call points to reach the nurse staff. Each igeacom device is configured as an analog user on Avaya IP Office, and each nurse's telephone is configured as members of nurse hunt groups. When the resident activates an igeacom via a call point to reach the nurse staff, the igeacom originates a call t o a nurse hunt group. When the call is delivered to a nurse in the hunt group, the telephone display for the nurse will show the name of the resident's analog user along with the name of the called hunt group . Issue 1.0 (730 kb) Nov 10, 2008	App Note	IgeaCare System 91 Granton Drive Richmond Hill, ON L4B-2N5 Canada 905 707 1669 or (866) 361-6225 FAX 905 707 1775 www.igeacare.com	Canada	X				X																																			X	X	X										
SIP Trunking between Sotel IP Services SIP Edge Advanced SIP Trunking Solution and an Avaya IP Office Telephony Solution – Issue 1.0 (950 kb) Nov 5, 2008	App Note	https://sotelips.net/ 1-877-MY-SOTEL (1-877-697-6835)	United States																									X																										
SIP Trunking between the COLT VoIP Access SIP Service and an Avaya IP Office Telephony Solution – Issue 1.0 (407 kb) Oct 29, 2008	App Note	Colt Technology Services Beaufort House 15 St Botolph Street London, London EC3A 7QN United Kingdom 00442073903900 www.colt.net	United Kingdom																									X																										
Zeacom Communications Center with Avaya IP Office Zeacom delivers Unified Communications (UC) solutions, by seamlessly unifying telephony and computer applications into high-end functionality such as Rich Presence, Intelligent Mobility and Conferencing. Zeacom has rolled out its solutions to some 2500 organizations worldwide. A Zeacom solution is extremely cost-effective as it runs on one server, providing a single user application and one administrative interface; delivering advanced UC functionality to businesses with up to 2500 desktops. Issue 1.0 (2131 kb) Oct 21, 2008	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X													X														X	X																		
Imagine Soft CLARity with Avaya IP Office CLARity is a call accounting program which processes Call Detail Records generated by IP Office Issue 1.0 (480 kb) Aug 18, 2008	App Note	Imagine Soft 424 rue Paradis Marseille, 13008 France 33 491327400 33 491327401 www.imaginesoft.fr	France				X																																																
CyTrack Unified Communications Suite with Avaya IP Office Unified Communications Suite The CyTrack UC Suite features 9 modules including :	App Note	CyTrack Technologies 155 Varsity Parade	Australia		X				X					X																						X																		
SoSoftware SoLo Server with Avaya IP Office The SoLo Server runs on a Microsoft Server and enables users of telephones controlled by IP Office to use their mobile telephones in a cooperative manner with their desk telephones. Issue 1.0 (1772 kb) Jun 30, 2008	App Note	SoSoftware SA Route des Plaines-Du-Loup 32 1018 Lausanne Switzerland +41 (0)216437766 Fax + 41 (0)216437765 info@sosoftware.com www.sosoftware.com	Switzerland					X														X																																				
Konftel 300 Conference Unit with Avaya IP Office The Konftel 300 attaches to an analog station port of Avaya IP Office a nd enables me eting or con ference participants to participate simultaneously in a telephone conversation. Issue 1.0 (128 kb) Jun 18, 2008	App Note	Avaya	United States								X																																												
SIP Trunking between the PAETEC Broadsoft based SIP Trunking Solution and an Avaya IP Office Telephony Solution – Issue 1.0 (1222 kb) Jun 17, 2008	App Note	PaeTec Communications - Service Provider PO Box 3177 Cedar Rapids, IA 52406-3177 United States 800-896-8330 319-730-7767 www.paetec.com	United States																									X																										
SIP Trunking between Bandwidth.com SIP Trunking Solution and an Avaya IP Office Telephony Solution – Issue 1.0 (1175 kb) Jun 12, 2008	App Note	http://bandwidth.com/ (800) 808-5150	United States																									X																										
Metropolis OfficeWatch Call Accounting System Integrating with Avaya IP Office Metropolis creates the powerful, user-friendly telemanagement solution OfficeWatch for Business. OfficeWatch integrates seamlessly with the IP Office and helps users improve employee productivity, control telephone costs, monitor trunk traffic, and archive historical phone call data. Businesses can also use OfficeWatch to recoup costs for the phone system by billing tenants and/or clients for usage. Some businesses currently using OfficeWatch include law firms, clinics, assisted living facilities, schools, banks, call centers, retail stores and municipalities. Issue 1.1 (1676 kb) May 28, 2008	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																																	
Metropolis ProfitWatch Hotel Call Accounting System Integrating with Avaya IP Office ProfitWatch for Hotels offers flexible and sophisticated guest pricing and billing options for hotels wishing to generate revenue from guest and convention telephone calls. Available in standalone, web-enabled and client/server versions, ProfitWatch is the perfect telemanagement and billing solution for hotels of all sizes. Current customers include Starwood Hotels, InterContinental Hotels Group, Hilton, Marriott International and Choice	App Note	Metropolis Technologies, Inc. 6278 N Federal Hwy #413 Fort Lauderdale, FL 33308 United States 954-414-2900 954-301-0819 www.metropolis.com	United States	X			X																																																	
Envox CT Connect with Avaya IP Office Envox CT Connect is a Computer Telephony Integration (CTI) middleware platform that provides call control and monitoring funcionality through various application programming interfaces to end user applications. Issue 1.0 (1018 kb) Apr 22, 2008	App Note	Envox Syntellect www.envox.com/software/envox-ct-connect.asp Americas +1 508 898 2600 us.support@envox.com EMEA +44 1252 61 8888 euro.support@envox.com Asia Pacific +65 6358 2241 apia.support@envox.com	United States					X																																																	

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911/Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Routing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Vocera Communications System with Avaya IP Office using E1 interface Vocera Communications System is comprised of three main components: • Vocera Badges • Vocera Server • Vocera Telephony Server The Vocera Badges are wireless 802.11b devices th at serve as communicators in a wireless environment. By pressing the call button on a badge , a user can interface with the Vocera Server to start the call process. The Vocera Server acts as a communication server to place calls between the badges. The Vocera Server stores the user and Badge information, and has the speech access interface that allows the users to place and receive calls. The Vocera Telephony Server is an optional interface that provides connectivity to a PBX system. The Vocera Telephony Server was utilized for the test to setup an IP trunk between the Vocera Telephony Server and Avaya IP Office. The interface used between the Vocera Telephony Server and PBX was E1. The Vocera Telephony Server allows the Vocera Server to connect Badges to PBX users, as well as route calls to the public network through the PBX. The two server applications, the Vocera Server and Vocera Telephony Server, can reside in the same physical server platform. Issue 1.0 (421 kb) Apr 18, 2008	App Note	Vocera Communications, Inc. Corporate Headquarters 525 Race Street # 150 San Jose, CA 95126 United States Telephone: 408-882-5100 Toll Free: 800-331-6356 Technical Support Toll Free: 800-473-3971 Fax: 408-882-5101 Email: info@vocera.com www.vocera.com	United States																			☒																						☒														
Hansen Software CASH+ Call Accounting with Avaya IP OfficeCASH+ Call Accounting (IPO) CASH+ Call Accounting software systems monitor and report telecommunication activity. CASH+ Software collects incoming and outgoing telephone data generated by the phone switch and is used to control operation expenses, distribute costs and increase employee productivity. Call Detail Recording (CDR), Station Message Detail Recording (SMDR) or telephone data collected typically includes date, time, call duration, calling/destination parties, call authorization, account code and line/trunk information. CASH+ Software uses this data to provide cost, caller identification, location information and more for report summary and detail generation. CASH+ Call Accounting software is customizable to size of company and can be used in virtually all different kinds of industries. Issue 1.0 (1110 kb) Apr 18, 2008	App Note	Hansen Software Corp. Suite 300, 1855 Kirschner Road http://www.runaware.com/clients/hansensw/cashplus/ Kelowna, BC V1Y 4N7 Canada 877-795-2274 250-861-9177 www.hansensoftware.com	Canada				☒																		

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
NETGEAR FVX538 ProSafe VPN Firewall as an IPSec VPN Head-end to Support the Avaya VPNremote Phone and Avaya Phone Manager Pro with Avaya IP Office - Issue 1.0 (2205 kb) May 4, 2009	App Note	www.netgear.com	United States															X																																						
Juniper SSG as an IPSec VPN Head-end to Support the Avaya VPNremote Phone and Avaya Phone Manager Pro with Avaya IP Office - Issue 1.0 (1266 kb) Feb 25, 2008	App Note	www.juniper.net	United States															X																																						
Interoperating IgeaCom Emergency Response Devices with Avaya IP Office IgeaCare Systems' IgeaCom 500 and IgeaCom 700 devices (IgeaCom devices) interoperate with Avaya IP Offices. The IgeaCom devices are wireless, push-button, and pull-cord devices that integrates the traditional patient-to-nurse, nurse-to-staff functionality by providing instant two-way speech connectivity between the IgeaCom device and Avaya endpoint(s). The devices are essentially an analog speaker telephone, primar ily for nursing-home residents to communicate with the staff. Avaya IP Office adds additional capabilities for alerting multiple destination endpoints, whether located locally or remotely over a Small Community Network (SCN) trunk. Avaya IP Office SCNs allow dial plan information to be shared between multiple Avaya IP Offices. SCNs are also used to collectively ring extensions across two (or more) Avaya IP Offices by dialing a single hunt group extension. The IgeaCom devices are connected to the Avaya IP Office Analog telephone ports and are configured within the IgeaCom application, to alert an i ndividual telephone or a group of telephones. Issue 1.0	App Note	IgeaCare System 91 Granton Drive Richmond Hill, ON L4B-2N5 Canada 905 707 1669 or (866) 361-6225 FAX 905 707 1775 www.igeacare.com	Canada	X				X																																														
Colubris Networks Wireless LAN Solution with Avaya IP Office and Avaya Wireless IP Telephones in a Converged VoIP and Data Network - Issue 1.0 (1089 kb) Feb 13, 2008	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															X																																						
LightNet Complex IPO Play! Statistics with Avaya IP Office collects statistical information of all calls in an Avaya IP Office and accumulates the information in a database, which can then be viewed using a Web browser. Issue 1.0 (707 kb) Feb 6, 2008	App Note	LightNet Complex Support at +7 (495) 2324848 or by sending e-mail to avaya@lnc.ru.	Russia				X																																															
Telesoft PSwitchView With Avaya IP Office Delta Server TeleSoft is a pioneer in introducing Telephone Call Accounting Solutions to the Indian market. We have multiple products in Telephone Call Data Analysis- from basic Call Data Analysis software to full-fledged web-based telephone call accounting software for multi-locations. Among the total clientele, which is more than 3000, there are Multinationals, Five-star hotels and large business corporates. TeleSoft is recognized for delivery of reliable products and solutions, backed with an efficient after-sales support. Most of the solutions are designed in proprietary scripting languages. These languages form the core of most of the applications. This core plays important role of delivering instant and reliable solutions. In the communication domain, applications are expected to run continuously without any downtime. Hence, while building such applications - reliability constitutes a major part of application ingredients along with the UI. Issue 1.0	App Note	Telesoft G1/G2, Prasad Hanuman Cross Road No.1, Vile Parle East Mumbai, Maharashtra 400057 India +91-22-26155141 +91-22-26154923 www.telesoft.in	India				X																																															
Resource Software International Shadow Call Management Software with Avaya IP Office Shadow CMS is a fully-scalable communication management solution allowing administrators to forecast, monitor and allocate communications management expenses. It also provides metrics for facility planning, customer service, workforce management and bill back. Shadow CMS interfaces with Avaya telephone systems for real-time data retrieval. The information is processed, assigned a cost and delivered to property management systems for billing integration. Issue 1.0 (2122 kb) Jan 28, 2008	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada				X														X				X																				X	X		X									
Revolution Web Call Accounting (IPO) Revolution Web Compliant with Avaya IP Office Solution. Revolution Web Call Accounting is a dynamic browser-based communications management solution that can be deployed in minutes. Revolution Web can allocate telecom expenses to individuals or departments. It is equipped with an embedded SQL database engine, built-in Web server and automated reporting. Revolution Web can monitor incoming and outgoing calls in real-time. Alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting. Revolution Web can be deployed in virtually any enterprise. - Issue 1.0 (3056 kb) Jan [illegible]	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	X			X																																																
LightNet Complex IPO InPhoneMachine with Avaya IP Office is an application designed for the automated delivery of voice messages to a group of users in a minimal period of time without the need for a human operator to use Avaya IP Office to place notification calls to both internal and external users. Issue 1.0 (1645 kb) Jan 22, 2008	App Note	LightNet Complex Support at +7 (495) 2324848 or by sending e-mail to avaya@lnc.ru.	Russia																			X																																
Resource Software International Visual Rapport with Avaya IP Office Visual Rapport Resource Software International Visual Rapport is a visual communication console that provides desktop dialing, telephone status / presence, instant messaging, email, screen pop, call logging, and file transfer. Visual Rapport is a desktop productivity suite providing real time display of employee telephone status, instant messaging, desktop dialing, email integration, call logging, file transfer and screen-pop integration. Visual Rapport is pre-configured with an extensive library of scripts that communicate with many commercial contact management and database applications (i.e., Microsoft Outlook, Maximizer, Goldmine, Act) and unique in-house custom applications. Visual Rapport offers an integrated scripting engine that gives customers the ability to tailor their system with such features as time logging, account code prompting, URL screen pop and call accounting integration. Issue	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada		X	X				X																	X																													
NMS Adaptive Contact Centre with Avaya IP Office Adaptive Contact Centre The Adaptive Contact Centre is a suite of modules. Each can be run independently or can be a part of a comprehensive multichannel contact centre. Adaptive CTI Professional is a fully featured CTI product. It can be used to screen-pop non TAPI compliant applications and can be used in a Citrix or Terminal Services environment. Issue 1.0 (1163 kb) Dec 17, 2007	App Note	NMS Adaptive Limited #357 40 Warren Street Charlestown Eastleigh, Massachusetts 02129 USA 1-877-887-9853 www.nms-adaptive.com	United States		X				X																																															
CTI Data Solutions Proteus Enterprise with Avaya IP Office Proteus is an intelligent communications management software application that provides the user information on the usage and costs of their telecommunications system. Proteus also monitors and reports on email, internet and mobile communication and can alert the user to certain call patterns and fraudulent activity Issue 1.0 (2140 kb) Dec 5, 2007	App Note	CTI Group (formerly CTI Data Solutions) 333 North Alabama Street Suite 240 Indianapolis, IN 46204 United States 317-262-4636 317-262-4849 www.ctigroup.com	United States				X																																																	
NovaLink NovaConf SIP with Avaya IP Office NovaConf is a conference system, offerig a variety of scheduling options: Dial In, Dial Out, Ad Hoc. A link to Microsoft Outlook and a WebClient are available. Issue 1.0 (725 kb) Dec 5, 2007	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland								X																																													
NovaLink NovaConf via H.323/QSIG with Avaya IP Office NovaConf is a conference system, offerig a variety of scheduling options: Dial In, Dial Out, Ad Hoc. A link to Microsoft Outlook and a WebClient are available. Issue 1.0 (672 kb) Dec 5, 2007	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland								X																																													
SIP Trunking between TelePacific SmartVoice SIP Connect and an Avaya IP Office Telephony Solution - 1.0 (630 kb) Dec 5, 2007	App Note	877-4 87-TPAC www.telepacific.com	United States																										X																										
NovaLink NovaAlert H.323/QSIG with Avaya IP Office NovaAlert(IPO) using S0 and PRI/QSIG With NovaAlert you can process information from a variety of extraneous systems in order to then alert or inform the responsible people in a targeted fashion. In this respect the NovaAlert system already supports many different. The information and events that are signalled via the various input interfaces to the server can be subsequently distributed via existing output interfaces (information paths). In this way the NovaAlert alerting server helps you to reach and inform the responsible people at the right time. By means of this rapid and reliable distribution of information NovaAlert can optimise your reaction time in an emergency (alert) and contribute to avoiding major damage and the associated costs. The NovaAlert system is modular in structure, which enables it to be incorporated into both smaller and very large projects. This modularity also provides optimum value for money.	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland	X																		X												X	X										X		X									X		

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hosting	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Testing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
NovaAlert(IPO) using SIP With NovaAlert you can process information from a variety of extraneous systems in order to then alert or inform the responsible people in a targeted fashion. In this respect the NovaAlert system already supports many different. The information and events that are signalled via the various input interfaces to the server can be subsequently distributed via existing output interfaces (information paths). In this way the NovaAlert alerting server helps you to reach and inform the responsible people at the right time. By means of this rapid and reliable distribution of information NovaAlert can optimise your reaction time in an emergency (alert) and contribute to avoiding major damage and the associated costs. The NovaAlert system is modular in structure, which enables it to be incorporated into both smaller and very large projects. This modularity also provides optimum value for money.	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland	X																	X												X	X																X						
NovaLink NovaTax with Avaya IP Office NovaTax helps you to have keep communications in your company under control, and provides you with a precise overview. With NovaTax you know where it may be necessary to take action. Find out how long your customers have to wait before being put through. Is your infrastructure correctly designed or are individual connections overloaded or even designed on to large a scale? NovaTax helps you to simply evaluate and clearly represent these decisive factors and questions of today's business environment. Have the relevant data sent to you by email on a daily basis or evaluate the call data on the client yourself. In this way you can receive detailed reports on your call data, thereby reducing your telephone costs. Issue 1.0 (504 kb) Nov 8, 2007	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland				X																																																
NovaLink NovaMail with Avaya IP Office Using S0 / PRI With NovaMail your customers can reach you by telephone at any time, and you can serve them by means of the quickest route. This increases your customers' satisfaction and reduces your employees' workload. You are currently busy or in transit and consequently you cannot take your customer's call in person. In such cases NovaMail undertakes this task, and with your personal and individual outgoing messages the customers discovers whether you are present or not. By means of the individual voice message the customer can decide whether he or she wishes to be connected to a representative or will leave you a message. If there is a message for you, you will be informed of this via a variety of routes. By means of the integration in your IT environment you will receive an email as soon as a voice message is present, or, for example, have an SMS sent to you. Listen to the message remotely or at your workplace and decide immediately what to do with it. Forward the message to a colleague for processing or deal with it yourself by calling back. Issue 1.0 (706 kb) Oct 22, 2007	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland													X					X																	X									X	X							
NovaLink NovaAlert PRI-S0 with Avaya IP Office With NovaAlert you can process information from a variety of extraneous systems in order to then alert or inform the responsible people in a targeted fashion. In this respect the NovaAlert system already supports many different. The information and events that are signalled via the various input interfaces to the server can be subsequently distributed via existing output interfaces (information paths). In this way the NovaAlert alerting server helps you to reach and inform the responsible people at the right time. By means of this rapid and reliable distribution of information NovaAlert can optimise your reaction time in an emergency (alert) and contribute to avoiding major damage and the associated costs. The NovaAlert system is modular in structure, which enables it to be incorporated into both smaller and very large projects. This modularity also provides optimum value for money. Issue 1.0 (844 kb)	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland	X																	X												X	X																X						
NovaLink NovaConf PRI-S0 with Avaya IP Office NovaConf is a conference system, offerig a variety of scheduling options: Dial In, Dial Out, Ad Hoc. A link to Microsoft Outlook and a WebClient are available. Issue 1.0 (738 kb) Oct 19, 2007	App Note	NovaLink GmbH Business Tower Zuercherstrasse 310 Frauenfeld, 8500 Switzerland +41 52 762 66 66 FAX +41 52 762 66 99 www.novalink.ch	Switzerland							X																																												
Initiative Software synTelate with Avaya IP Office SynTelate is customer interaction management software that enables line of business managers to create intuitive customer dialogs that enhance agent effectiveness and provide consistent customer experiences through an icon based GUI interface that requires no programing experience on the part of the designer. synTelate addresses requirements such as scripting,callflow,workflow,and integration with exisisting databases and applications. White Paper avaiable on request. Issue 1.0 (713 kb) Oct 16, 2007	App Note	Insoft Limited synTelate Citypoint 21 Tyndrum Street GLASGOW, Scotland G4 0JY United Kingdom +44 141 552 8800 +44 141 553 1894 www.synTelate.com	United Kingdom						X																																									X			X
Telcomp Software Applications and Avaya IP Office T he Telcom p PickUpUp application provides Caller ID capa bilitie s to a si ngle com p uter, or to a network of computers via the Telcomp PickUp Application. The Telcomp PickUpEm application provides 911 emergency alert me ssages to be directed at a central console. All three of these applications work in conjunction with the Telcomp TcIpOff connection server application. Each of the Telcomp applications requires the functionality of run-tim e telephony event data streams provided by the Avaya IP Office Dev Link PRO SDK interface. Issue 1.0 (816 kb) Oct 16, 2007	App Note	Telcomp, Inc. P.O. Drawer 2065 Apopka, FL 32704 United States 407-889-7377 407-880-2543 www.telcomp.com	United States	X				X																				X																											
SIP Trunking between McLeodUSA SIP Trunking Solution and an Avaya IP Office Telephony Solution - Issue 1.1 (780 kb) Sep 24, 2007	App Note	PaeTec Communications - Service Provider PO Box 3177 Cedar Rapids, IA 52406-3177 United States 800-896-8330 319-790-7767 www.mcleodusa.com	United States																									X																											
SIP Trunking between PAETEC Dynamic IP Services SIP Trunking and an Avaya IP Office Telephony Solution - 1.0 (580 kb) Sep 24, 2007	App Note	PaeTec Communications - Service Provider PO Box 3177 Cedar Rapids, IA 52406-3177 United States 800-896-8330 319-790-7767 www.mcleodusa.com	United States																									X																											
Noetica Synthesys Customer Interaction Management with Avaya IP Office Synthesys (for IPO) Synthesys is a suite of products that gives non-technical staff the tools to manage the contact center and the people in it. With SYNTHESYS you can unify front end through SOA type software framework, streamline multiple front end processes without programming, fix maximum of silent calls yet optimizing agent productivity, gather field service requests from clients and dispatch them to field staff. All via one seamless system. The wide-ranging functionality is presented in an easy-to-use drag-and-drop windows environment offers call flow scripts to guide the agentsâ?? interactions. Call list creation and queuing manages outbound operations. Teams are created and user accounts and permissions are set up. CRM functionality maximises the value of historical customer data, supporting conversations. Multiple channels of contact are managed, including telephone, email, post, SMS, live chat, and interactive forms. CTI links the telephony system and the software automating many processes to reduce call-handling times. Reporting and workflow supports the efficient running of contact center operations. Issue 1.0 (784 kb) Sep 24, 2007	App Note	Noetica Ltd Suites 45-47, The Hop Exchange, 24 Southwark Street 24 Southwark Street London, UK SE1 1TY United Kingdom +44 (0) 845 0181 070 +44 (0) 20 7403 4159 www.noetica.com	United Kingdom		X				X	X			X																																											
Extreme Networks Summit X250e-24t and Summit X250e-48t Switches with Avaya IP Office Issue 1.1 (282 kb) Aug 6, 2007	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															X																																							

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting / Billing	Call Control - Routing	Call / Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting / Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring / Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking / Trunking	Service Provider Access / Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail - Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government - Federal	Government - State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
DuVoice DV4/DV8/DV2000 Hospitality Messaging System with Avaya IP Office DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI link to the Avaya IP Office to provide a middleware solution between the Avaya IP Office and the PMS. InnDesk provides a web enabled guest management tool for multiple hotel staff memebers. Issue 1.0 (2942 kb) Jul 27, 2007	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States				X														X			X																																
Zeacom Contact Center with Avaya IP Office Zeacom Contact Center makes decisions about when, and to whom, calls should be delivered based upon caller profile, agent skills, time of day, number dialed and wait times. Zeacom Contact Center also provides real-time and historical statistics, advises callers of their place in queue and offers Interactive Voice Response (IVR) functions. It also includes voicemail and auto attendant capabilities. Issue 1.0 (3564 kb) Jul 27, 2007	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X													X														X	X																		
Aruba Networks Wireless LAN System with Avaya IP Office and Avaya IP Telephones in a Converged VoIP and Data Network - Issue 1.0 (1607 kb) Jun 20, 2007	App Note	Aruba Networks 1344 Crossman Ave. Sunnyvale, CA 94089-1113 Phone: +1-408-227-4500 Fax: +1-408-752-0626 www.arubanetworks.com/company/contact-us	United States															X																																						
Power over Ethernet Support of the Extreme Networks Summit X250e-48p and X250e-24p Switch Support for Avaya IP Telephones and Avaya One-X Gateway - Issue 1.0 (183 kb) Jun 20, 2007	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															X																																						
Alternate Route Selection in Avaya IP Office to Support Failover of SIP Voice Services with ISDN-PRI and Analog Trunks - Issue 1.0 (9640 kb) May 7, 2007	App Note	Avaya	United States																									X		X																								
Avaya Integrated Management Network Management for Centralized Administration of Avaya IP Office to Support the Avaya Chain Store Management Solution - Issue 1.0 (4252 kb) Apr 24, 2007	App Note	Avaya	United States																																																			
Objectworld CallAttendant Office - Analog Integration to act as a Centralized Voicemail with Avaya IP Office Objectworld's award-winning CallAttendant Office delivers a feature-rich unified communications application, including features such as call-flow management, unified messaging for Microsoft Exchange, Lotus Domino and IMAP4 servers, database IVR, fax server, text-to-speech, and more Issue 1.0 (3526 kb) Apr 23, 2007	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																		X														X		X							X	X										
Bluesocket Total Wireless LAN Solution with Avaya IP Office and Avaya 3600 Series Wireless Telephones - Issue 1.0 (1424 kb) Apr 19, 2007	App Note	bluesocket 781.328.0888 www.bluesocket.com/contact	United States															X																																						
TriVium CallAnalyst Enterprise Server with Avaya IP Office Delta Server TriVium CallAnalyst is an application that facilitates reporting, costing, and analyzing a customer's phone system. It collects call records from the IP Office server via the SMDR (Station Message Detailed Record) log file. Issue 1.0 (1256 kb) Mar 27, 2007	App Note	TriVium(503) 726-4300 support@triviumsys.com. For sales support, call (877) 439-9338	United States				X																																														
DATEL Software Solutions Call SWEET! With Avaya IP Office Delta Server Call SWEET! Call Accounting is a suite of products that includes many Web-based vertical applications and business process integration components. This is a Web-enabled, automated and integrated client billing application. Call SWEET! benefits include: outbound, inbound & inter-office call details, budget & allocate phone expenses, improve sales productivity, reconcile bills from carriers, optimize long distance & local exchange facilities, identify unused trunks & extensions, stop telephone abuse & misuse, monitor unauthorized use, bill clients or tenants for calls using account & authorization codes. Call SWEET! features include: web enable product, graphical reports with drill-down capabilities, automated report scheduling, report emailing funcionality, robust user defined call filter alerts, parameter driven system and fraud alarms, integrates with Billing Systems, Accounting Systems and more. Customizable call pricing facilitating all possible pricing algorithms to manage and maintain telecommunications inventory. Issue 1.0 (1433 kb) Mar 23, 2007	App Note	DATEL Software Solutions, LLC 12300 Perry Highway, Ste. 306 Wexford, PA 15090 United States 724-940-0400 724-940-5147 www.datel-group.com	United States				X																																	X									X					
Proxim Tsunami(TM) MP.11 WiMAX-Capable Point-to-Multipoint System with Avaya IP Office and Avaya IP Telephones in a Multi-Site Converged VoIP and Data Network - Issue 1.0 (1515 kb) Mar 23, 2007	App Note	Proxim Wireless 1561 Buckeye Drive Milpitas, CA 95035 United States Toll Free (USA): 1 800-229-1630 Tel: +1 408-383-7600 Fax: +1 408-383-7680 Technical Support: +1 866-674-6626 www.proxim.com/about-us/contact-us	United States															X																																						
SpeechSwitch Speech Enabled Automated Attendant - analog integration with Avaya IP Office - Issue 1.0 (3086 kb) Mar 20, 2007	App Note	SpeechSwitch contact the SpeechSwitch Technical Support at: • Phone: (732) 441-7700 x129 or say "Tech Support" • E-mail: techsupport@ivoice.com www.speechswitch.com	United States																			X													X																				
a H.323 IP Trunk between Avaya IP Office Release 4.0 and Avaya Communication Manager Release 4.0 - Issue 1.0 (775 kb) Mar 15, 2007	App Note	Avaya	United States																											X																								
a SIP Trunk between Avaya IP Office Release 4.0 and Avaya SIP Enablement Services - Issue 1.0 (1492 kb) Mar 15, 2007	App Note	Avaya	United States																									X		X																								
Enterasys Secure Networks Dynamic Intrusion Response Solution in an Avaya IP Telephony Infrastructure Enterasys Dynamic Intrusion Response (DIR) is a Secure Networks Solution that detects abnormal behavior on the enterprise network, and then intervenes to quarantine the offending user or deviant device. Dynamic Intrusion Response isolates and categorizes security vulnerabilities, identifies the source and automatically reconfigures the network to mitigate the threat. The enterprise network can be protected against both known and undocumented security risks. Issue 1.0 (3348 kb) Mar 13, 2007	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															X	X															X																						
Extreme Networks Summit X450e-48p Switch Power over Ethernet Support for Avaya IP Telephones and Avaya One-X Gateway - Issue 1.0 (191 kb) Mar 13, 2007	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															X																																						
Extreme Networks Summit X450e-24p Switch with Avaya IP Office and Avaya IP Telephones in a Converged VoIP and Data Network - Issue 1.0 (546 kb) Feb 6, 2007	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															X																																						
the ProCurve 2626-PWR Switch by HP Supporting Power over Ethernet with Avaya Communication Manager, Avaya IP Office, Avaya one-X Quick Edition G10 PSTN Gateway, Avaya AP-8 Access Point and Avaya IP Telephones - Issue 1.0 (159 kb) Jan 26, 2007	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															X																																						
the ProCurve 3500yl-24G-PWR Switch by HP Supporting Power over Ethernet with Avaya Communication Manager, Avaya IP Office, Avaya one-X Quick Edition G10 PSTN Gateway, Avaya AP-8 Access Point and Avaya IP Telephones - Issue 1.0 (235 kb) Jan 26, 2007	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															X																																						

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Routing	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
VoxGrid Call Recording System with Avaya IP Office VoxGrid Call Recording System is a voice activated general recording integrated device. This product enables the user to record telephone calls occurring at his/her extension for later review and retrieval. Issue 1.0 (624 kb) Jan 25, 2007	App Note	VoxGrid 973-220-1478 info@voxgrid.com www.voxgrid.com	United States																							☒																														
vTechnologies vCTISuite with Avaya IP Office vTechnologies vCTISuite is an easy to use Contact Center Automation Tool that integrates IP Office, CRM applications and Contact Center applications. vCTISuite is a synergistic application suite that acts as a "glue" to decrease Agent Time per Call by increasing access to Caller Information as well allowing On-Demand modification to the Call Routing List. In other words, vCTISuite presents Caller information to Contact Center Agents as the Caller is routed to the Agent's extension. vCTISuite also automates such time consuming tasks as Call Tracking and Outbound Calling as well as offering a secure Notepad feature for Supervisors. Issue 1.0 (895 kb) Jan 25, 2007	App Note	vTechnologies 800-782-6171 www.vtechnet.com	United States						☒																	☒	☒								☒																						
Enterasys Secure Networks Acceptable Use Policy Solution in an Avaya IP Telephony Infrastructure Enterasys Acceptable Use Policy (AUP) is comprised of a policy-based system that allows the network to provision required business services such as VoIP to users automatically. At the same time AUP prevents undesirable and malicious traffic from entering the infrastructure. Policies may be used to insure appropriate traffic is allowed through at the correct priority (e.g., VoIP) while simultaneously restricting inappropriate traffic including unintended or undesirable traffic from applications, protoc ols, worms or viruses. These per user or device policies are applied automatically at each individual port at the time the user/device connects to the port. Issue 1.0 (3120 kb) Jan 25, 2007	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															☒	☒															☒																								
Extreme Networks Summit X450a-24t Switch with Avaya IP Office and Avaya IP Telephones in a Converged VoIP and Data Network - Issue 1.0 (452 kb) Jan 25, 2007	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															☒																																									
ProCurve 5400zl, 3500yl and 2600 Series Switches by HP connected to an Avaya IP Office in a Converged VoIP and Data Network - Issue 1.0 (381 kb) Jan 25, 2007	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															☒																																								
Objectworld CallAttendant Office - Analog Integration with Avaya IP Office Objectworld's award-winning CallAttendant Office delivers a feature-rich unified communications application, including features such as call-flow management, unified messaging for Microsoft Exchange, Lotus Domino and IMAP4 servers, database IVR, fax server, text-to-speech, and more Issue 1.0 (3963 kb) Jan 24, 2007	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																			☒															☒		☒									☒	☒									
Objectworld CallAttendant Office - TAPI Wave Integration with Avaya IP Office Objectworld's award-winning CallAttendant Office delivers a feature-rich unified communications application, including features such as call-flow management, unified messaging for Microsoft Exchange, Lotus Domino and IMAP4 servers, database IVR, fax server, text-to-speech, and more Issue 1.0 (1897 kb) Jan 24, 2007	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																			☒															☒		☒									☒	☒									
Enterasys Networks Matrix N5, Enterasys Networks SecureStack C2 and Enterasys Networks SecureStack B2 with Avaya IP Office The Enterasys Networks Matrix N5 is a modular five-slot chassis with an integrated Power over Ethernet (POE) shelf. The Matrix N5 leverage s Enterasys' distributed architecture whereby the switching and control functions are embedded on each module. It supports Enterasys' next-generation modules called Distributed Forwarding Engines (DFEs). The DFEs couple wire-speed throughput with advanced intelligence to recognize and prio ritize traffic flows automatically. The SecureStack C2 supports IEEE standards for switching and provides QoS support for VoIP and real-time broadcast/multicast video. The Enterasys Networks SecureStack C2 switch model C2H124-48P used for compliance testing features 48 ports of non-blocking 10/100 Base-TX with PoE capability, four uplink ports supporting SFP (Small Form-factor Pluggable) GBICs and two integrated stacking ports. The SecureStack B2 is an advanced Layer 2+ switch that supports IEEE standards for switching, provides QoS support for VoIP and video, and supports Layer 2/3/4 packet classification and marking based on a number of factors. The Enterasys Networks SecureStack B2 switch (model B2H124-48P) features 48 ports of 10/100 Base TX with PoE capability, four uplink ports supporting SFP (Small Form-factor Pluggable) GB ICs and two integrated stacking ports. Issue 1.0 (626 kb) Jan 22, 2007	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															☒	☒															☒																								
ProCurve 5400zl and 2600 Series Switches by HP in a Multi-site Avaya IP Office VoIP and Data Network - Issue 1.0 (554 kb) Jan 11, 2007	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															☒																																								
VoxGrid Call Recording System with Avaya IP Office VoxGrid Call Recording System is a voice activated general recording integrated device. This product enables the user to record telephone calls occurring at his/her extension for later review and retrieval. Issue 1.0 (624 kb) Dec 21, 2006	App Note	VoxGrid 973-220-1478 info@voxgrid.com www.voxgrid.com	United States																							☒																														
ProCurve 5400zl, 3500yl and 2600 Series Switches by HP connected to an Avaya IP Office in a Converged VoIP and Data Network - Issue 1.0 (381 kb) Dec 20, 2006	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															☒																																								
the ProCurve 3500yl-24G-PWR Switch by HP Supporting Power over Ethernet with Avaya Communication Manager, Avaya IP Office, Avaya one-X Quick Edition G10 PSTN Gateway, Avaya AP-8 Access Point and Avaya IP Telephones - Issue 1.0 (235 kb) Dec 11, 2006	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															☒																																								
Esna Technologies Telephony Office-LinX (TOL) Voicemail, Automated Attendant, and Speech Enabled Automated Attendant with Avaya IP Office The esnatech SIP based application server provides businesses with a real-time communication suite. Through features such as multilingual speech-enabled auto attendant, Unified messaging, text-to-speech, fax server and intelligent mobility to any wireless device. It unifies Presence management, Messaging, and mobility into one unified communication solution for small to mid size enterprises. Issue 1.0 (5979 kb) Nov 30, 2006	App Note	Esna Technologies Inc. 30 West Beaver Creek Suite 101 Richmond Hill, Ontario L4B 3K1 Canada 905-707-9700 905-707-9170 www.esnatech.com	Canada																			☒	☒												☒	☒	☒									☒	☒	☒									
the ProCurve 2626-PWR Switch by HP Supporting Power over Ethernet with Avaya Communication Manager, Avaya IP Office (159 kb) Nov 30, 2006	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															☒																																								
Avaya IP Office Least Cost Route Feature and Avaya Communication Manager to Utilize Redundant IP and PSTN Networks for Voice Service - Issue 1.0 (790 kb) Nov 28, 2006	App Note	Avaya	United States																												☒																								
Avaya IP Office Least Cost Route Feature and Avaya Communication Manager to Utilize Redundant IP and PSTN Networks for Voice Service - Issue 1.0 (790 kb) Nov 28, 2006	App Note	Avaya	United States																												☒																								
Avaya IP Office to Utilize an Analog Trunk as an Alternate Route for Voice Service - Issue 1.0 (732 kb) Nov 28, 2006	App Note	Avaya	United States																																																					
Avaya IP Office and American Power Conversion InfraStruXure Products - Issue 1.0 (1036 kb) Oct 26, 2006	App Note	APC Tech Support 800-555-2725 Sales Support 877-272-2722 http://www.apc.com/support/contact/index.cfm	United States															☒																																								
Kentrox Q-1300 QoS Appliance connected to an Avaya IP Office - Issue 1.0 (920 kb) Oct 26, 2006	App Note	Kentrox Support: +1 614-798-2000 opt. 3 800-733-5511 opt. 3 support@kentrox.com Sales: 800-733-5511 opt. 4 +1 614-798-2000 opt. 4 sales_support@kentrox.com www.kentrox.com/contact.aspx	United States															☒																																								

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911/Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
QuesCom 400 IP/GSM Gateway with Avaya IP Office using H.323 trunks The QuesCom 400 IP/GSM is an IP-GSM-gateway, supporting outgoing and incoming GSM calls. All GSM calls passed from Avaya IP Office will be routed to the QuesCom 400 IP/GSM gateway. The QuesCom 400 IP/GSM can also receive calls from the GSM network and pass them through to Avaya IP Office. Issue 1.0 (1143 kb) Oct 25, 2006	App Note	QuesCom Sales office Paris 117 avenue Victor Hugo 92100 Boulogne-Billancourt France Phone +33(0) 4 97 23 48 48 Fax +33 (0)4 97 23 48 49 www.quescom.com/contact.asp	France																													X																									
Computer Instruments Enhanced Interactive Voice Response (eIVR) Screen Pop and Record A-Call with Avaya IP Office This software bundle includes voice enabled automated attendant, name dialer, audio bulletin board, survey form filler, data locator, and unified messaging. In addition to these telephony solutions the suite features enhanced contact center applications such as estimated wait time, position in queue and dynamic announcements. Also included in this offer are IP Web phone applications for 911 dial alert and internal broadcast paging and drivers to provide CTI (screen pop) functionality. Several stand alone self-service Web applications are included â€" CallMeBackNow!, Web forms and Web locators. Supported development environments are VXML 2.1, Visual Basic, C++, .Net (Expandable from 1 to 384 RTU port licenses per sever). Issue 1.0 (3378 kb) Oct 25, 2006	App Note	Computer Instruments 9901 West 87th Street Overland Park, KS 66212 United States 1-888-451-0851 913-492-1483 www.instruments.com	United States	X										X							X						X								X	X		X				X							X						
Extreme Networks Summit X450e-24p Switch Supporting Power over Ethernet with Avaya Communication Manager, Avaya IP Office, Avaya one-X G10 Gateway and Avaya IP Telephones - Issue 1.0 (296 kb) Oct 25, 2006	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States														X																																						
Avaya IP Office Applications and CA Business Protection Suite The CA Business Protection Suite for Microsoft® Small Business Server Standard Edition provides total data protection for your business by combining CA's award-winning data security, storage and desktop migration technologies into a comprehensive solution that protects your critical IT assets, while reducing risk, system downtime and IT management costs. Uniquely designed to strengthen and simplify small- and medium-sized businesses IT environments, it provides a single installation process and a fully integrated, desktop-based management console that centralizes and simplifies security, storage and data migration. This cost-effective, easy-to-manage solution will help ensure your IT assets are secure and available, enabling you to focus on those more strategic issues like running and growing your business. Issue 1.0	App Note	CA 100 Staples Dr. Framingham, MA 01702 United States 508 628-8000 508-820-4361 www.ca.com	United States														X																																						
Computer Instruments Enhanced Interactive Fax DID and Fax on Demand with Avaya IP Office - Issue 1.0 (4063 kb) Sep 27, 2006	App Note	Computer Instruments 9901 West 87th Street Overland Park, KS 66212 United States 1-888-451-0851 913-492-1483 www.instruments.com	United States																			X														X																				
Computer Instruments Enhanced Interactive Voice Response (eIVR) Voicemail, Automated Attendant, and Speech Enabled Automated Attendant with Avaya IP Office This software bundle includes voice enabled automated attendant, name dialer, audio bulletin board, survey form filler, data locator, and unified messaging. In addition to these telephony solutions the suite features enhanced contact center applications such as estimated wait time, position in queue and dynamic announcements. Also included in this offer are IP Web phone applications for 911 dial alert and internal broadcast paging and drivers to provide CTI (screen pop) functionality. Several stand alone self-service Web applications are included â€" CallMeBackNow!, Web forms and Web locators. Supported development environments are VXML 2.1, Visual Basic, C++, .Net (Expandable from 1 to 384 RTU port licenses per sever).	App Note	Computer Instruments 9901 West 87th Street Overland Park, KS 66212 United States 1-888-451-0851 913-492-1483 www.instruments.com	United States	X										X							X						X								X	X		X				X							X						
Telcomp IpOps and Avaya IP Office Telcomp IpOps is an application for the telephone user who is hearing or sight impaired. For the sight impaired, Telcomp IpOps provides information about a user's telephone display and lamp status through the user's PC speakers. For the hearing impaired, audio indicators such as ringing are replaced by visual indicators. Telcomp IpOps is designed to meet the requirements outlined in Section 508 of the federal Rehabilitation Act which requires access to electronic and information technology by the Federal government to individuals with disabilities. However, these Application Notes makes no judgment as to whether Telcomp IpOps is compliant with Section 508. The compliance testing discussed in these Application Notes was designed to verify the interoperation between Telcomp IpOps and Avaya IP Office. Issue 1.0 (344 kb) Aug 29, 2006	App Note	Telcomp, Inc. P.O. Drawer 2065 Apopka, FL 32704 United States 407-889-7377 407-880-2543 www.telcomp.com	United States					X																																		X	X	X	X										
Kentrox Q-2300 connected to an Avaya IP Office - Issue 1.0 (1852 kb) Aug 28, 2006	App Note	Kentrox Support: +1 614-798-2000 opt. 3 800-733-5511 opt. 3 support@kentrox.com Sales: 800-733-5511 opt. 4 +1 614-798-2000 opt. 4 sales_support@kentrox.com www.kentrox.com/contact.aspx	United States														X																																						
Avaya IP Office and Avaya Communication Manager to Utilize Avaya Modular Messaging for Centralized Voicemail - Issue 1.0 (879 kb) Aug 22, 2006	App Note	Avaya	United States																			X									X																									
Using Cisco 2811 Integrated Service Router to Provide Inline Power to Avaya 4600 and 5600 Series IP Telephones and Avaya Wireless Access Points - Issue 1.0 (80 kb) Aug 21, 2006	App Note	www.cisco.com	United States															X																																					
Solution Assurance Test Plan for Avaya IP Office utilizing Avaya Modular Messaging 3.0 for Centralized Voice Messaging Solution (130 kb) Aug 18, 2006	App Note	Avaya	United States																			X									X																									
Solution Assurance Test Plan for Retail Chain Store - Avaya IP Office and Small Office Edition Standalone Configuration (349 kb) Aug 18, 2006	App Note	Avaya	United States																																																			
Avaya IP Office with a Skutch Electronics Promotion on Hold Segregator Skutch Electronics AS-801 Promotion on Hold Segregator. This solution is for customers who are using Key System operation with Analog Lines and want different messages played for different lines. The Skutch Electronics AS-801 Promotion on Hold Segregator uses the existing external Music on Hold connection on the Avaya IP Office to provide this capability. Issue 1.0 (435 kb) Aug 18, 2006	App Note	www.skutchelectronics.com	United States																			X																																	
Avaya IP Telephone at a Remote Site served by an Avaya IP Office over a Virtual Private Network Implemented between a NetGear ProSafe VPN Firewall FVS114 and FVX538 - Issue 1.0 (1366 kb) Aug 17, 2006	App Note	www.netgear.com	United States															X																																					
Zeacom Contact Center with Avaya IP Office Zeacom Contact Center makes decisions about when, and to whom, calls should be delivered based upon caller profile, agent skills, time of day, number dialed and wait times. Zeacom Contact Center also provides real-time and historical statistics, advises callers of their place in queue and offers Interactive Voice Response (IVR) functions. It also includes voicemail and auto attendant capabilities. Issue 1.0 (4925 kb) Jul 27, 2006	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X								X					X															X	X																		
CyberPath PowerPath POE4408 with Avaya IP Office - Issue 1.0 (483 kb) Jul 24, 2006	App Note	CyberPath, Inc. 371 Hoes Lane Piscataway, NJ 08854 (732) 463-3131 Fax: (732) 463-3557 Sales: sales@opencon.com sales@cyberpathinc.com www.cyberpathinc.com/contact.html	United States															X																																						
DuVoice DV4/DV8/DV2000 Hospitality Messaging System with Avaya IP Office DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI link to the Avaya IP Office to provide a middleware solution between the Avaya IP Office and the PMS. InnDesk provides a web enabled guest management tool for multiple hotel staff memebers. (3174 kb) Jul 21, 2006	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States				X											X						X																							X									

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Braxtel Fluency Communicator Interactive Voice Response with Avaya IP Office Braxtel Fluency Communicator IVR provides a wide range of customer interaction capabilities for the creation of dynamic, flexible IVR applications with an easy to use graphical call flow designer. Issue 1.0 (455 kb) Jul 3, 2006	App Note	Braxtel US (800) 589-2477 EU +44-115-988-6209 support@braxtel.com www.braxtel.com	United Kingdom													X																																							
CTI Data Solutions Proteus Office 5.0 with Avaya IP Office 2.1 Proteus is an intelligent communications management software application that provides the user information on the usage and costs of their telecommunications system. Proteus also monitors and reports on email, internet and mobile communication and can alert the user to certain call patterns and fraudulent activity Issue 1.0 (1258 kb) Jul 2, 2006	App Note	CTI Group (formerly CTI Data Solutions) 333 North Alabama Street Suite 240 Indianapolis, IN 46204 United States 317-262-4636 317-262-4849 www.ctigroup.com	United States				X																																														
VoIP over a PPP Link with Quality of Service using Kentrox Q-Series Routers with Avaya IP Office - Issue 1.0 (1052 kb) Jul 2, 2006	App Note	Kentrox Support: +1 614-798-2000 opt. 3 800-733-5511 opt. 3 support@kentrox.com Sales: 800-733-5511 opt. 4 +1 614-798-2000 opt. 4 sales_support@kentrox.com www.kentrox.com/contact.asp	United States														X																																						
VoIP over a Site-to-Site IPSec VPN between Kentrox Q-Series Routers connected to an Avaya IP Office Telephony Infrastructure - Issue 1.0 (523 kb) Jul 2, 2006	App Note	Kentrox Support: +1 614-798-2000 opt. 3 800-733-5511 opt. 3 support@kentrox.com Sales: 800-733-5511 opt. 4 +1 614-798-2000 opt. 4 sales_support@kentrox.com www.kentrox.com/contact.asp	United States															X																																					
VoIP over Frame Relay Link with Quality of Service using Kentrox Q-Series Routers with Avaya IP Office - Issue 1.0 (1080 kb) Jul 2, 2006	App Note	Kentrox Support: +1 614-798-2000 opt. 3 800-733-5511 opt. 3 support@kentrox.com Sales: 800-733-5511 opt. 4 +1 614-798-2000 opt. 4 sales_support@kentrox.com www.kentrox.com/contact.asp	United States															X																																					
VPN Tunnels between Avaya IP Office and WatchGuard Firebox X Edge X50W Wireless - Issue 1.0 (678 kb) Jul 2, 2006	App Note	WatchGuard 505 Fifth Avenue South Suite 500 Seattle, WA 98104 United States Tel: +1.206.613.6600 Fax: +1.206.521.8342 Sales+1.800.734.9905 www.watchguard.com/corporate-info/contact.asp	United States															X																																					
CyberPath PowerPath PoE4424 Switch with Avaya IP Office - Issue 1.0 (286 kb) Jul 2, 2006	App Note	CyberPath 371 Hoes Lane Piscataway, NJ 08854 Telephone: (732) 463-3131 Fax: (732) 463-3557 sales@opencon.com sales@cyberpathinc.com www.cyberpathinc.com/contact.html	United States															X																																					
MultiTech CallFinder CF220 with Avaya IP Office The CallFinder DID-to-analog adapter allows a non-DID enabled PBX or key telephone system to support analog DID services through standard analog station or CO port connections. It enables the phone system to directly route incoming calls to end-user extensions. The CallFinder DID-to-analog adapter has two DID ports and two programmable FXS/FXO ports and offers a web interface for system configuration and management. Issue 1.0 (3442 kb) Jul 1, 2006	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States					X																																															
An Avaya IP Telephone at a Home served by an Avaya IP Office over a Virtual Private Network Implemented between an Adtran NetVanta 3305 and 2054 - Issue 1.0 (202 kb) Jun 26, 2006	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																																																				
Kirk IP600 Wireless Server 5.0 with Avaya IP Office 3.0 IP-DECT (H.323 and SIP) single- and multicell solution for up to 1500 wireless users. Extended coverage available through repeaters. Available for all markets (US, EMEA, APAC). Complete line of wireless handsets available, ranging from office handsets to ATEX approved handsets. Also includes advanced messaging interface giving external applications the option to integrate with the system. Issue 1.0 (1383 kb) Jun 13, 2006	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 999 2616 www.polycom.com	United States																										X																										
An Avaya IP Telephone at a Remote Site served by an Avaya IP Office over a Virtual Private Network Implemented between a SonicWALL TZ 170 and PRO 3060 - Issue 1.0 (1247 kb) Jun 6, 2006	App Note	SonicWALL 2001 Logic Drive San Jose, CA 95124-3452 United States 408 745-9600 www.sonicwall.com	United States															X																X																				
Trisys TAPIT EX with Avaya IP Office Delta Server - Issue 1.0 (4737 kb) May 30, 2006	App Note	Trisys, Inc. (973) 360-2300 www.trisys.com	United States				X																																															
Extreme Networks Wireless LAN Solutions for Avaya IP Telephony Infrastructure - Issue 1.0 (1232 kb) May 30, 2006	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															X																																					
Telrex CallRex with Avaya IP Office Telrex CallRex is a packet-based VoIP call recording and monitoring solution designed specifically for small and medium-sized companies. Issue 1.0 (1891 kb) May 23, 2006	App Note	Telrex (425) 827-6156 support@telrex.com www.telrex.com	United States																							X																											
Callmedia Contact Centre Suite with Avaya IP Office - Issue 1.0 (2438 kb) May 22, 2006	App Note	Azzurri Innovations 6 Manor Court Barnes Wallis Road Fareham, Hampshire PO15 5TH United Kingdom +44 (0) 1489 553553 +44 (0) 1489 553554 www.callmedia.uk.com	United Kingdom						X																																													
Resource Software International Shadow Call Management Software with Avaya IP Office Shadow CMS is a fully-scalable communication management solution allowing administrators to forecast, monitor and allocate communications management expenses. It also provides metrics for facility planning, customer service, workforce management and bill back. Shadow CMS interfaces with Avaya telephone systems for real-time data retrieval. The information is processed, assigned a cost and delivered to property management systems for billing integration. Issue 1.0 (1518 kb) May 16, 2006	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada				X														X				X															X						X	X			X							
D-Link DES 1526 Power over Ethernet (PoE) Switch with Avaya IP Telephones and Wireless Access Points- Issue 1.0 (584 kb) May 16, 2006	App Note	www.dlink.com	United States															X																																						

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting / Billing	Call Control - Routing	Call / Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting / Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring / Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking / Trunking	Service Provider Access / Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail - Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government - Federal	Government - State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Revolution Web Call Accounting (IPO) Revolution Web Compliant with Avaya IP Office Solution. Revolution Web Call Accounting is a dynamic browser-based communications management solution that can be deployed in minutes. Revolution Web can allocate telecom expenses to individuals or departments. It is equipped with an embedded SQL database engine, built-in Web server and automated reporting. Revolution Web can monitor incoming and outgoing calls in real-time. Alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting. Revolution Web can be deployed in virtually any enterprise. - Issue 1.0 (2580 kb) May	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	X			X																																										X	X	X		
D-Link DES 1526 Power over Ethernet (PoE) Switch with Avaya IP Telephones and Wireless Access Points- Issue 1.0 (631 kb) May 8, 2006	App Note	www.dlink.com	United States															X																																				
Avaya IP Office and Avaya 3620 Wireless Telephones with Avaya AP-8 Access Point - Issue 1.0 (663 kb) Apr 27, 2006	App Note	Avaya	United States															X																																				
Avaya IP Office and Avaya 3620 Wireless Telephones with Avaya AP-8 Access Point - Issue 1.0 (663 kb) Apr 27, 2006	App Note	Avaya	United States															X																																				
Oak Telecom aiOffice with Avaya IP Office and Avaya IP Office Delta Server Report is compliant with Avaya IP Office Solution. Report allows for the automation of many tasks, thus minimizing the management overheads while maximizing the effective usage of the system within the organization. User Benefits: Large and comprehensive range of reports available in both Summary and Itemized formats. All reports can be previewed on screen with zoom and page search facilities, allowing a quick review of the largest of reports. Each extension can be named and placed into departments/groups. Groups can then become part of other groups to create a group hierarchy. Reports can then be chosen which use the group hierarchy to present summary or itemized call information. Cost, response & traffic reports include full analysis capabilities. Account reports allow for call cost uplift and	App Note	Oak Telecom 7 Albany Park Cabot Lane Poole, Dorset BH17 7BX United Kingdom +44 0800 9889 625 +44 0800 9889 626 www.oak.co.uk	United Kingdom				X		X																																											
Resource Software International Visual Rapport with Avaya IP Office Visual Rapport Resource Software International Visual Rapport is a visual communication console that provides desktop dialing, telephone status / presence, instant messaging, email, screen pop, call logging, and file transfer. Visual Rapport is a desktop productivity suite providing real time display of employee telephone status, instant messaging, desktop dialing, email integration, call logging, file transfer and screen-pop integration. Visual Rapport is pre-configured with an extensive library of scripts that communicate with many commercial contact management and database applications (i.e., Microsoft Outlook, Maximizer, Goldmine, Act) and unique in-house custom applications. Visual Rapport offers an integrated scripting engine that gives customers the ability to tailor their system with such features as time logging, account code prompting, URL screen pop and call accounting integration. Issue	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada		X	X					X																X																											
Infoblox DNSone in an Avaya IP Office IP Telephony Infrastructure Infoblox DNSone module provides DHCP and TFTP services in an Avaya IP Office IP Telephony Infrastructure. Issue 1.0 (5060 kb) Apr 20, 2006	App Note	Infoblox 888-463-6259 408-716-4300, ext. 1 support@infoblox.com www.infoblox.com/support	United States															X																																				
Telcomp PickUpIp and Avaya IP Office PICKUP is a CTI middleware that allows features such as CALLER ID screen pops to be integrated into any end user application in most computer environments. The solution provides improved customer service by automating customer lookup based upon CALLER ID. Additionally PICKUP can provide 911 alerting and notification via the LAN or WAN tomultiple locations for Avaya IP Office. Issue 1.0 (1002 kb) Apr 18, 2006	App Note	Telcomp, Inc. P.O. Drawer 2065 Appopka, FL 32704 United States 407-889-7377 407-880-2543 www.telcomp.com	United States	X				X																			X																											
Spirent Abacus 5000 with Avaya Communication Manager and Avaya IP Office using the H.323 Interface - Issue 1.0 (6400 kb) Apr 14, 2006	App Note	Avaya	United States																											X																								
Dell PowerConnect 3448P Power over Ethernet (PoE) Switch with Avaya IP Telephones - Issue 1.0 (443 kb) Apr 14, 2006	App Note	www.dell.com	United States															X																																				
Avaya IP Office and Avaya VPNremote Phone - Issue 1.0 (1087 kb) Apr 14, 2006	App Note	Avaya	United States																										X																								
Revolution Web Call Accounting (IPO) Revolution Web Compliant with Avaya IP Office Solution. Revolution Web Call Accounting is a dynamic browser-based communications management solution that can be deployed in minutes. Revolution Web can allocate telecom expenses to individuals or departments. It is equipped with an embedded SQL database engine, built-in Web server and automated reporting. Revolution Web can monitor incoming and outgoing calls in real-time. Alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting. Revolution Web can be deployed in virtually any enterprise. - Issue 1.0 (2536 kb) Apr	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada	X			X																																										X	X	X		
Telrex CallRex with Avaya IP Office Telrex CallRex is a packet-based VoIP call recording and monitoring solution designed specifically for small and medium-sized companies. Issue 1.0 (1863 kb) Apr 13, 2006	App Note	Telrex (425) 827-6156 support@telrex.com www.telrex.com	United States																							X																											
ADTRAN NetVanta 3205 Access Router and IP Office Using Frame Relay over T1 - Issue 1.0 (844 kb) Apr 3, 2006	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada															X																																					
ADTRAN NetVanta 3205 Access Router and IP Office Using Frame Relay over T1 - Issue 1.0 (660 kb) Apr 3, 2006	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																																																		
Infoblox DNSone in an Avaya IP Office IP Telephony Infrastructure Infoblox DNSone module provides DHCP and TFTP services in an Avaya IP Office IP Telephony Infrastructure. Issue 1.0 (4999 kb) Mar 26, 2006	App Note	Infoblox 888-463-6259 408-716-4300, ext. 1 support@infoblox.com www.infoblox.com/support	United States															X																																				
Resource Software International Visual Rapport with Avaya IP Office Visual Rapport Resource Software International Visual Rapport is a visual communication console that provides desktop dialing, telephone status / presence, instant messaging, email, screen pop, call logging, and file transfer. Visual Rapport is a desktop productivity suite providing real time display of employee telephone status, instant messaging, desktop dialing, email integration, call logging, file transfer and screen-pop integration. Visual Rapport is pre-configured with an extensive library of scripts that communicate with many commercial contact management and database applications (i.e., Microsoft Outlook, Maximizer, Goldmine, Act) and unique in-house custom applications. Visual Rapport offers an integrated scripting engine that gives customers the ability to tailor their system with such features as time logging, account code prompting, URL screen pop and call accounting integration. Issue	App Note	Resource Software International Ltd. 40 King Street West, Suite 300 Oshawa, Ontario L1H 1A4 Canada 905 576-4575 FAX 905 576-4705 www.telecost.com	Canada		X	X					X																X																											
Avaya IP Office External Alerts with Hunt Groups - Issue 1.0 (985 kb) Mar 23, 2006	App Note	Avaya	United States																																																		
the ADTRAN NetVanta 3205 Access Router and Avaya IP Office Using PPP - Issue 1.0 (534 kb) Mar 23, 2006	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																																																		
Oak Telecom Office with Avaya IP Office and Avaya IP Office Delta Server Report is compliant with Avaya IP Office Solution. Report allows for the automation of many tasks, thus minimizing the management overheads while maximizing the effective usage of the system within the organization. User Benefits: Large and comprehensive range of reports available in both Summary and Itemized formats. All reports can be previewed on screen with zoom and page search facilities, allowing a quick review of the largest of reports. Each extension can be named and placed into departments/groups. Groups can then become part of other groups to create a group hierarchy. Reports can then be chosen which use the group hierarchy to present summary or itemized call information. Cost, response & traffic reports include full analysis capabilities. Account reports allow for call cost uplift and professional charges. Issue	App Note	Oak Telecom 7 Albany Park Cabot Lane Poole, Dorset BH17 7BX United Kingdom +44 0800 9889 625 +44 0800 9889 626 www.oak.co.uk	United Kingdom				X		X																																											

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
SonicWALL VPN for Supporting H.323 Trunk and Station Traffic to Avaya Communication Manager and Avaya IP Office - Issue 1.0 (1593 kb) Mar 16, 2006	App Note	SonicWALL 2001 Logic Drive San Jose, CA 95124-3452 United States 408 745-9600 www.sonicwall.com	United States															X												X			X																					
Initiative Software - synTelate with Avaya IP Office SynTelate is customer interaction management software that enables line of business managers to create intuitive customer dialogs that enhance agent effectiveness and provide consistent customer experiences through an icon based GUI interface that requires no programing experience on the part of the designer. synTelate addresses requirements such as scripting,callflow,workflow,and integration with exisiting databases and applications. White Paper avaiable on request. Issue 1.0 (990 kb) Mar 1, 2006	App Note	Inisoft Limited synTelate Citypoint 21 Tyndrum Street GLASGOW, Scotland G4 0JY United Kingdom +44 141 552 8800 +44 141 553 1894 www.synTelate.com	United Kingdom						X																																	X										X		
Telcomp PickUpIp and Avaya IP Office Telcomp PickUpIp application provides Caller ID capabilities to a single computer, or to a network of computers via the Telcomp PickUp application. The Telcomp PickUpEm application provides 911 emergency alert messages to be directed at a central console. All three of these applications work in conjunction with the Telcomp TcIpOff connection server application. Issue 1.0 (966 kb) Feb 20, 2006	App Note	Telcomp, Inc. P.O. Drawer 2065 Apopka, FL 32704 United States 407-889-7377 407-880-2543 www.telcomp.com	United States	X				X																			X																										
Using Cisco Catalyst Express 500-24LC Switch and 500-24PC Switch with an IEEE 802.3af Compliant Power over Ethernet card for Avaya 4600 and 5600 Series IP Telephones and Avaya Wireless Access Points - Issue 1.0 (382 kb) Feb 3, 2006	App Note	www.cisco.com	United States															X																																				
Initiative Software - synTelate with Avaya IP Office SynTelate is customer interaction management software that enables line of business managers to create intuitive customer dialogs that enhance agent effectiveness and provide consistent customer experiences through an icon based GUI interface that requires no programing experience on the part of the designer. synTelate addresses requirements such as scripting,callflow,workflow,and integration with exisiting databases and applications. White Paper avaiable on request. Issue 1.0 (1124 kb) Jan 30, 2006	App Note	Inisoft Limited synTelate Citypoint 21 Tyndrum Street GLASGOW, Scotland G4 0JY United Kingdom +44 141 552 8800 +44 141 553 1894 www.synTelate.com	United Kingdom						X																																	X										X		
Vocera Communications System with Avaya IP Office using E1 interface Vocera Communications System is comprised of three main components: • Vocera Badges • Vocera Server • Vocera Telephony Server The Vocera Badges are wireless 802.11b devices th at serve as communicators in a wireless environment. By pressing the call button on a badge , a user can interface with the Vocera Server to start the call process. The Vocera Server acts as a communication server to place calls between the badges. The Vocera Server stores the user and Badge information, and has the speech access interface that allows the users to place and receive calls. The Vocera Telephony Server is an optional interface that provides connectivity to a PBX system. The Vocera Telephony Server was utilized for the test to setup an IP trunk between the Vocera Telephony Server and Avaya IP Office. The interface used between the Vocera Telephony Server and PBX was E1. The Vocera Telephony Server allows the Vocera Server to connect Badges to PBX users, as well as route calls to the public network through the PBX. The two server applications, the Vocera Server and Vocera Telephony Server, can reside in the same physical server platform. Issue 1.0 (508 kb) Jan 24, 2006	App Note	Vocera Communications, Inc. Corporate Headquarters 525 Race Street # 150 San Jose, CA 95126 United States Telephone: 408-882-5100 Toll Free: 800-331-6356 Technical Support Toll Free: 800-473-3971 Fax: 408-882-5101 Email: info@vocera.com www.vocera.com	United States																			X																							X												
3COM OfficeConnect Managed Switch 9 Power over Ethernet (PoE) Switch with Avaya IP Telephones and Avaya Wireless Access Points - Issue 1.0 (312 kb) Jan 10, 2006	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															X																																				
Single Instance Rapid Spanning Tree Protocol (RSTP) Between an Avaya C363T-PWR Converged Stackable Switch and a 3COM OfficeConnect Managed Switch 9 - Issue 1.0 (244 kb) Dec 13, 2005	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States															X																																				
Enterasys Wireless Access Point 3000 (RBT3K-AG) to Support Avaya IP Office, Avaya IP Wireless Telephones and Avaya Phone Manager Pro - Issue 1.0 (1335 kb)	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															X	X															X																					
Trisys TAPIT EX with Avaya IP Office Delta Server Issue 1.0 (4737 kb) Dec 13, 2005	App Note	Trisys, Inc (973) 360-2300 www.trisys.com	United States				X																											X																			
Extreme Networks Summit 300-24, Summit 400-24P, and Summit 400-24T, Supporting Quality of Service and Power over Ethernet with Avaya Communication Manager, Avaya IP Office, and Avaya IP Telephones - Issue 1.0 (325 kb) Nov 28, 2005	App Note	Extreme Networks 3585 Monroe Street Santa Clara, CA 95051 United States Phone: + 1 408 579-2800 NA: + 1 888 257-3000 Fax: + 1 408 579-3000 www.extremenetworks.com/	United States															X																																					
Enterasys Wireless Access Point 3000 (RBT3K-AG) to Support Avaya IP Office, Avaya IP Wireless Telephones and Avaya Phone Manager Pro - Issue 1.0 (1335 kb) Nov 8, 2005	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															X	X															X																					
Kirk IP600 Wireless Server 5.0 with Avaya IP Office 3.0 IP-DECT (H.323 and SIP) single- and multicell solution for up to 1500 wireless users. Extended coverage available through repeaters. Available for all markets (US, EMEA, APAC). Complete line of wireless handsets available, ranging from office handsets to ATEX approved handsets. Also includes advanced messaging interface giving external applications the option to integrate with the system. Issue 1.0 (1383 kb) Oct 28, 2005	App Note	Polycom Inc. 10905 E. Berry Ave, Englewood, CO 80111 United States 303 290 0130 303 998 2616 www.polycom.com	United States																																																				
eWings Technologies Communication Assistant 1.3.0 with Avaya IP Office 3.0 ComAssistant 1.3.0 is a Windows 2000-based voice application providing enterprise-wide comprehensive voice applications. It uses speech-recognition technology to provide Auto Dialer, Personal Dialer, Auto Atte ndant and Voice Mail services. For the Auto Attendant service, the IP Office is configured to route incoming calls to a hunt group that consists of the "virtual" TAPI Wave extensions configured on the ComAssistant. When ComAssistant receives a call, it determines the destination through speech-recognition or DTMF digits entered. It then transfers the call to the destination extension by performing a TAPI-based transfer. More hunt groups are configured in the same way for the other ComAssistant services such as Auto Dialer, Personal Dialer and Voice Mail. Issue 1.0 (848 kb) Oct 24, 2005	App Note	www.ewingstech.com/contact.html	Taiwan																		X														X	X																		
How to Configure an H.323 IP Trunk between Avaya IP Office and Avaya Communication Manager - Issue 1.0 (923 kb) Sep 26, 2005	App Note	Avaya	United States																											X																								
MultiTech CallFinder CF220 with Avaya IP Office The CallFinder DID-to-analog adapter allows a non-DID enabled PBX or key telephone system to support analog DID services through standard analog station or CO port connections. It enables the phone system to directly route incoming calls to end-user extensions. The CallFinder DID-to-analog adapter has two DID ports and two programmable FXS/FXO ports and offers a web interface for system configuration and management. Issue 1.0 (3442 kb) Sep 22, 2005	App Note	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 United States 888-288-5470 763-785-9874 www.multitech.com	United States					X																																															
Avaya IP Office - Small Office Edition Providing IP Trunk and Virtual Private Networking Capabilities for an Avaya PARTNER® Advanced Communication System - Issue 1.0 (491 kb) Sep 20, 2005	App Note	Avaya	United States																											X																								
VPN Tunnels between Avaya IP Office and WatchGuard Firebox X Edge X50W Wireless Issue 1.0 (678 kb) Aug 25, 2005	App Note	Watchguard 505 Fifth Avenue South Suite 500 Seattle, WA 98104 United States Tel: +1.206.613.6600 Fax: +1.206.521.8342 Sales+1.800.734.9905 www.watchguard.com/corporate-info/contact-us.asp	United States															X																																				

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hosting	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
CyberPath PowerPath PoE4424 Switch with Avaya IP Office Issue 1.0 (286 kb) Aug 24, 2005	App Note	CyberPath, Inc. 371 Hoes Lane Piscataway, NJ 08854 (732) 463-3131 Fax: (732) 463-3557 Sales: sales@opencon.com sales@cyberpathinc.com www.cyberpathinc.com/contact.html	United States															X																																						
CTI Data Solutions Proteus Office 5.0 with Avaya IP Office 2.1 Proteus is an intelligent communications management software application that provides the user information on the usage and costs of their telecommunications system. Proteus also monitors and reports on email, internet and mobile communication and can alert the user to certain call patterns and fraudulent activity Issue 1.0 (1258 kb) Jun 16, 2005	App Note	CTI Group (formerly CTI Data Solutions) 333 North Alabama Street Suite 240 Indianapolis, IN 46204 United States 317-262-4636 317-262-4849 www.ctigroup.com	United States				X																																															
IP Office R3.0 Gebruikershandleiding van 5620 (463 kb) Apr 29, 2005	App Note	Avaya	Germany																																																			
A Sample Configuration of Avaya IP Office IP Trunks with Nortel Succession 1000 - Issue 1.0 (1562 kb) Apr 28, 2005	App Note	Avaya	United States																																																		
Centralized Messaging Solution using Avaya Modular Messaging, Avaya IP Office and Avaya Communication Manager Issue 1.0 (424 kb) Mar 22, 2005	App Note	Avaya	United States																											X																							
Avaya IP Office - Small Office Edition Providing IP Trunk and Virtual Private Networking Capabilities for an Avaya PARTNER® Advanced Communications System - Issue 1.0 (491 kb) Mar 21, 2005	App Note	Avaya	United States																											X																							
iQ NetSolutions VistaPoint Enterprise with Avaya IP Office iQ NetSolutions VistaPoint Enterprise is a complete client/server suite of computer telephony applications providing desktop call control for users. Issue 1.0 (576 kb) Mar 16, 2005	App Note	Sales: 1-209-245-5500 x1103 e-mail: sales@iqnsi.com Support: 1-209-245-5500 x1401 e-mail: support@iqnsi.com www.iqnsi.com	United States					X																																															
Vocera Communications System with an Avaya IP Telephony Infrastructure Vocera Communications System is comprised of three main components: • Vocera Badges • Vocera Server • Vocera Telephony Server The Vocera Badges are wireless 802.11b devices th at serve as communicators in a wireless environment. By pressing the call button on a badge , a user can interface with the Vocera Server to start the call process. The Vocera Server acts as a communication server to place calls between the badges. The Vocera Server stores the user and Badge information, and has the speech access interface that allows the users to place and receive calls. The Vocera Telephony Server is an optional interface that provides connectivity to a PBX system. The Vocera Telephony Server was utilized for the test to setup an IP trunk between the Vocera Telephony Server and Avaya IP Office. The interface used between the Vocera Telephony Server and PBX was E1. The Vocera Telephony Server allows the Vocera Server to connect Badges to PBX users, as well as route calls to the public network through the PBX. The two server applications, the Vocera Server and Vocera Telephony Server, can reside in the same physical server platform. Issue 1.0 (638 kb) Mar 16, 2005	App Note	Vocera Communications, Inc. Corporate Headquarters 525 Race Street # 150 San Jose, CA 95126 United States Telephone: 408-882-5100 Toll Free: 800-331-6356 Technical Support Toll Free: 800-473-3971 Fax: 408-882-5101 Email: info@vocera.com www.vocera.com	United States																			X																								X											
VoIP over PPP and MLPPP Links using a Foundry Networks AccessIron AR1204 Access Router, an Avaya G350 Media Gateway with an MM340 WAN Media Module, and an Avaya IP Office - Issue 1.0 (694 kb) Mar 16, 2005	App Note	BROCADE 1-888-BROCADE INT'L 1-408-333-4300 www.brocade.com	United States															X	X																																				
Braxtel Fluency Communicator Interactive Voice Response with Avaya IP Office Braxtel Fluency Communicator IVR provides a wide range of customer interaction capabilities for the creation of dynamic, flexible IVR applications with an easy to use graphical call flow designer. Issue 1.0 (455 kb) Mar 10, 2005	App Note	Braxtel US (800) 589-2477 EU +44-115-988-6209 support@braxtel.com www.braxtel.com	United Kingdom												X																																								
iQ NetSolutions VistaPoint Enterprise with Avaya IP Office iQ NetSolutions VistaPoint Enterprise is a complete client/server suite of computer telephony applications providing desktop call control for users. Issue 1.0 (576 kb) Mar 3, 2005	App Note	Sales: 1-209-245-5500 x1103 e-mail: sales@iqnsi.com Support: 1-209-245-5500 x1401 e-mail: support@iqnsi.com www.iqnsi.com	United States					X																																														
IP Office 3.0 Product Update #3 (Canada) (265 kb) Feb 4, 2005	App Note	Avaya	United States																																																			
IP Office 3.0 US Product Update #3 (392 kb) Feb 4, 2005	App Note	Avaya	United States																																																		
Configuring Avaya Message Networking Between Avaya IP Office Voicemail Pro and Avaya INTUITY AUDIX Messaging System - Issue 1.0 (1224 kb) Jan 31, 2005	App Note	Avaya	United States																			X									X																							
XTEND Communications Corp. pc/psap with Avaya IP Office in a Municipality/Town Scenario XTEND Communications Corp. pc/psap is a PC and LAN based system, which has the capabilities to extract ANI information from calls arriving from E-911 trunks and retrieve the call's corresponding ALI (Automatic Location Information) information. Issue 1.0 (588 kb) Jan 31, 2005	App Note	Amcom formerly XTEND Communications Corp. Customer Service Center at (212) 951-7670. Technical support email can be sent to support@xtend.com	United States	X																																																			
Avaya IP Telephones with Avaya IP Office Using D-Link DWL-810+ AirPlus Wireless Bridges in Ad-hoc Mode - Issue 1.0 (329 kb) Jan 31, 2005	App Note	www.dlink.com	United States															X																																					
Configuring VPN Tunnels between Avaya IP Office and WatchGuard Firebox X and SOHO Products Issue 1.0 (921 kb) Dec 30, 2004	App Note	Watchguard 505 Fifth Avenue South Suite 500 Seattle, WA 98104 United States Tel: +1.206.613.6600 Fax: +1.206.521.8342 Sales+1.800.734.9905 www.watchguard.com/corporate-info/contact-us.asp	United States															X																																					
Configuring Avaya IP Telephones with Avaya IP Office Using D-Link DWL-810+ AirPlus Wireless Bridges in "Ad-hoc" Mode - Issue 1.0 (329 kb) Nov 24, 2004	App Note	www.dlink.com	United States															X																																					
Avaya Media Servers and Media Gateways Running MultiVantage Software and Avaya IP Office Using Foundry Networks Infrastructure in a Third Party WAN Environment - Issue 1.0 (663 kb) Nov 11, 2004	App Note	BROCADE 1-888-BROCADE INT'L 1-408-333-4300 www.brocade.com	United States															X	X																																				
Frame Relay VoIP Traffic Shaping with MLPPP Backup BRI Interfaces for Enterasys/Avaya Small/Medium Branch Office Systems Solutions using Avaya ECLIPS Platforms Together, the Enterasys Networks Xpedition Security Router series and Matrix V2 and E1 Switches provide a cost effective solution for small and medium branch office deployments. The XSR router has comprehensive IP routing and QoS features needed to support VoIP in WAN environments. The Matrix V2 switch is equipped with 4 priority queues, which can be used to differentiate voice, signaling and traditional data traffic based on IEEE 802.1p. In addition, Matrix V2 switches can also provide L2/L3/L4 traffic classification based on MAC address, IP address, DSCP, TCP/UDP port number and Ethertype. The Matrix E1 is an ideal standalone switch router for closet distribution and has QoS support for IP Telephony. Issue 1.0 (350 kb) Nov 11, 2004	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															X	X															X																				
Configuring Avaya MERLIN MAGIX with an Avaya IP Office Server via ISDN PRI for Conferencing - Issue 1.0 (516 kb) Nov 11, 2004	App Note	Avaya	United States																											X																							
Avaya IP Office as a Conference Server for an Avaya DEFINITY® Server R with an MCC1 Media Gateway (224 kb) Nov 11, 2004	App Note	Avaya	United States								X																			X																							
Configuring devices for the Avaya Disaster Recovery Unit (DRU) Solution - Issue 1.0 (805 kb) Nov 11, 2004	App Note	Avaya	United States																											X																							
Implementing Avaya IP Office Server Frame Relay FRF.12 with a Cisco MC3810 Router and an Avaya S8300 Media Server and Avaya IP Telephones - Issue 1.0 (557 kb) Nov 6, 2004	App Note	www.cisco.com	United States																											X																							

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911/Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
A Sample Configuration for Computer Instruments e-IVR Automated Attendant and Voicemail 3.0 with Avaya IP Office System 1.4 This software bundle includes voice enabled automated attendant, name dialer, audio bulletin board, survey form filler, data locator, and unified messaging. In addition to these telephony solutions the suite features enhanced contact center applications such as estimated wait time, position in queue and dynamic announcements. Also included in this offer are IP Web phone applications for 911 dial alert and internal broadcast paging and drivers to provide CTI (screen pop) functionality. Several stand alone self-service Web applications are included â€" CallMeBackNow!, Web forms and Web locators. Supported development environments are VXML 2.1, Visual Basic, C++, .Net (Expandable from 1 to 384 RTU port licenses per sever). Issue 1.0 (434 kb) Nov 6, 2004	App Note	Computer Instruments 9901 West 87th Street Overland Park, KS 66212 United States 1-888-451-0851 913-492-1483 www.instruments.com	United States	X										X						X							X									X	X		X								X								
Implementing Encrypted Conversations Between Avaya Softphone Endpoints with Avaya IP Office 403 and Avaya S8300 Media Server - Issue 1.0 (1619 kb) Nov 6, 2004	App Note	Avaya	United States																											X																									
Configuring an Avaya S8300 Media Server, Avaya G700 Media Gateway, and an Avaya IP Office 403 For Call Display Information via an H.323 Trunk - Issue 1.0 (434 kb) Nov 6, 2004	App Note	Avaya	United States																											X																									
a T1 E&M Trunk Between Avaya IP Office And Inter-Tel AXXESS - Issue 1.0 (1698 kb) Nov 6, 2004	App Note	Avaya	United States																											X																									
Frame Relay VoIP Traffic Shaping between Enterasys Networks Xpedition Security Router (XSR), Matrix V2 Switch and Avaya X330W-2DS1 WAN Access Router Module for Small/Medium Branch Office Systems Solutions Together, the Enterasys Networks Xpedition Security Router series and Matrix V2 and E1 Switches provide a cost effective solution for small and medium branch office deployments. The XSR router has comprehensive IP routing and QoS features needed to support VoIP in WAN environments. The Matrix V2 switch is equipped with 4 priority queues, which can be used to differentiate voice, signaling and traditional data traffic based on IEEE 802.1p. In addition, Matrix V2 switches can also provide L2/L3/L4 traffic classification based on MAC address, IP address, DSCP, TCP/UDP port number and Ethertype. The Matrix E1 is an ideal standalone switch router for closet distribution and has QoS support for IP Telephony. Issue 1.0 (347 kb) Nov 6, 2004	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															X	X															X																								
Computer Telephony Solutions OAISYS NetSuite 4.2 with Avaya IP Office 2.0 OAISYS NetSuite is a business productivity software suite designed for small and medium sized companies. OAISYS NetSuite features include trunk side call recording, intelligent call routing using ANI and DNIS and a desktop phone application to allow users to make, receive and manage calls on their existing telephone. Issue 1.0 (741 kb) Nov 6, 2004	App Note	Oaisys 7965 S. Priest Suite 105 Tempe, AZ 85284 United States 480-496-9040 480-496-9015 www.oaisys.com	United States		X			X																			X									X																								
ObjectWorld CallAttendant Office 3.0 with Avaya IP Office 2.0 Objectworld's award-winning CallAttendant Office delivers a feature-rich unified communications application, including features such as call-flow management, unified messaging for Microsoft Exchange, Lotus Domino and IMAP4 servers, database IVR, fax server, text-to-speech, and more Issue 1.0 (572 kb) Nov 6, 2004	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																			X															X		X							X		X	X										
Configuring NetScreen 50, NetScreen 25 and NetScreen-Remote Client Software with Avaya IP Office and Avaya PhoneManager - Issue 1.0 (570 kb) Nov 6, 2004	App Note	www.juniper.net	United States																X																																						
Configuring Zeacom Smart Connect and Smart Messaging with an Avaya IP Office Server Zeacom Smart Connect makes call routing decisi ons based upon caller profile, agent skills, time of day, number dialed and wait times. Smart Connect also provides real time and historical statistics, advises callers of their place in queue and offers Interactive Voice Response (IVR) functions. Smart Messaging has the capability to monitor and direct calls from an attendant station. It also includes voicemail and Auto attendant capabilities. Issue 1.0 Issue 1.0 (298 kb) Nov 6, 2004	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X													X															X	X																				
Voice Print Digital Voice Logger 2.73 with Avaya IP Office System 2.0 Voice Print Digital Voice Logger (DVL) is a call recording solution offering digital call recording, monitoring, and retrieval. Issue 1.0 (247 kb) Nov 6, 2004	App Note	Voice Print Voice: (805) 389-5201. email: support@voiceprintonline.com www.vpi-corp.com	United States																								X																														
TriVium Inc. CallAnalyst V 5.51 with Avaya IP Office Server TriVium CallAnalyst is an application that facilitates reporting, costing, and analyzing a customer's phone system. It collects call records from the IP Office server via the SMDR (Station Message Detailed Record) log file. Issue 1.0 (245 kb) Nov 6, 2004	App Note	TriVium(503) 726-4300 support@triviumsys.com For sales support, call (877) 439-9338	United States				X																																																		
VoIP over PPP and Multilink PPP Links with Quality of Service using Tasman Access Routers, an Avaya X330W-2DS1 WAN Access Module, Avaya Communication Managerand an Avaya IP Office - Issue 1.0 (688 kb) Nov 6, 2004	App Note	Avaya	United States																											X																									
VoIP over WAN Links with Quality of Service using Adtran NetVanta and Atlas Access Products with Avaya Communication Manager- Issue 1.0 (429 kb) Nov 6, 2004	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada													X																																									
iVoice Speech-Enabled Auto Attendant 3.2 with Avaya IP Office System 1.4 - Issue 1.0 (335 kb) Nov 6, 2004	App Note	iVoice (732) 441-7700 and dial x217 or say "Tech Support" Email techsupport@ivoice.com www.ivoice.com	United States																							X																														
iVoice TAPI Speech-Enabled Auto Attendant 3.2 with Avaya IP Office System 1.4 - Issue 1.0 (486 kb) Nov 6, 2004	App Note	iVoice (732) 441-7700 and dial x217 or say "Tech Support" Email techsupport@ivoice.com www.ivoice.com	United States																							X																														
Avaya IP Softphone with Compatible 802.11b Access Points from Avaya and Other Vendors - Issue 1.0 (183 kb) Nov 6, 2004	App Note	Avaya	United States																X																																						
A Configuration of Avaya IP Office with the Westell 2200 ADSL Modem for Internet Access and Voice over IP Virtual Private Networking - Issue 1.0 (704 kb) Nov 6, 2004	App Note	Avaya	United States																X																																					
Configuring Avaya IP Office Server and Cisco Call Manager IP Trunks with H.323 Signaling - Issue 1.1 (522 kb) Nov 6, 2004	App Note	www.cisco.com	United States																											X																									
A Configuration of a T1 E&M Tie Trunk between an Avaya IP Office and a 3COM NBX 100 PBX - Issue 1.0 (312 kb) Nov 6, 2004	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States																X																																					
Configuring an ISDN Primary Rate Interface between an Avaya IP Office Server and a Nortel Meridian - Issue 1.0 (341 kb) Nov 6, 2004	App Note	Avaya	United States																											X																									
Configuring Avaya Media Servers and Media Gateways Running MultiVantage Software and Avaya IP Office Using Foundry Networks Infrastructure in an Avaya WAN Environment - Issue 1.0 (376 kb) Nov 6, 2004	App Note	BROCADE 1-888-BROCADE INTL 1-408-333-4300 www.brocade.com	United States																X	X																																				
DuVoice DV2000 with Avaya IP Office DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI link to the Avaya IP Office to provide a middleware solution between the Avaya IP Office and the PMS. InnDesk provides a web enabled guest management tool for multiple hotel staff memebers. Issue 1.0 (613 kb) Nov 6, 2004	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States					X														X				X																																
A Configuration of a T1 E&M Tie Trunk between an Avaya IP Office and a 3COM NBX 100 PBX - Issue 1.0 (313 kb) Sep 15, 2004	App Note	HP 3000 Hanover St Palo Alto, CA 94304 United States www.hp.com	United States																X																																					
A Sample Configuration of Avaya C360 Multilayer Stackable Switches working with Avaya S8300 Media Server/Avaya G700 Media Gateway, Avaya IP Telephone and Avaya IP Softphone Issue 1.0 (177 kb) Aug 5, 2004	App Note	Avaya	United States																X																																					
Avaya IP Telephones using DHCP to Facilitate Failover Registration between Avaya IP Office and Avaya Communication Manager Issue 1.0 (428 kb) Jul 21, 2004	App Note	Avaya	United States																											X																									

Application Overview	Application Notes Link	DevConnect Partner Link	Country	Solution: E911 (Emergency Communications)	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Industry: Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Computer Telephony Solutions OAISYS NetSuite 4.2 with Avaya IP Office 2.0 OAISYS NetSuite is a business productivity software suite designed for small and mediumsized companies. OAISYS NetSuite features include trunk side call recording, intelligent call routing using ANI and DNIS and a desktop phone application to allow users to make, receive and manage calls on their existing telephone. Issue 1.0 (741 kb) Jul 7, 2004	App Note	Oaisys 7965 S. Priest Suite 105 Tempe, AZ 85284 United States 480-496-9040 480-496-9015 www.oaisys.com	United States		X			X																		X										X																			
Application Notes for DuVoice DV2000 with Avaya IP Office DuVoice DV4 and DV2000 provide voice mail and automated attendant for hospitality applications on Avaya IP Office Solution. DV4 and DV2000 interface with most popular Property Management Systems (PMS) and use the TAPI link to the Avaya IP Office to provide a middleware solution between the Avaya IP Office and the PMS. InnDesk provides a web enabled guest management tool for multiple hotel staff memebers. Issue 1.0 (613 kb) Jul 7, 2004	App Note	DuVoice 608 State Street South Suite 100 Kirkland, WA 98033 United States 800.888.1057 425-889-8799 www.duvoice.com	United States				X														X				X																					X								
A Configuration of Avaya IP Office with the Westell 2200 ADSL Modem for Internet Access and Voice over IP Virtual Private Networking Issue 1.0 (693 kb) Jul 6, 2004	App Note	Avaya	United States															X																																				
ObjectWorld CallAttendant Office 3.0 with Avaya IP Office 2.0 Objectworld's award-winning CallAttendant Office delivers a feature-rich unified communications application, including features such as call-flow management, unified messaging for Microsoft Exchange, Lotus Domino and IMAP4 servers, database IVR, fax server, text-to-speech, and more Issue 1.0 (572 kb) May 21, 2004	App Note	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada																		X														X		X						X	X										
NetScreen 50, NetScreen 25 and NetScreen-Remote Client Software with Avaya IP Office and Avaya PhoneManager Issue 1.0 (570 kb) Apr 29, 2004	App Note	www.juniper.net	United States																																																		
Frame Relay VoIP Traffic Shaping with MLPPP Backup BRI Interfaces for Enterasys SMB Office Solutions using Avaya IP Office Servers Together, the Enterasys Networks Xpedition Security Router series and Matrix V2 and E1 Switches provide a cost effective solution for small and medium branch office deployments. The XSR router has comprehensive IP routing and QoS features needed to support VoIP in WAN environments. The Matrix V2 switch is equipped with 4 priority queues, which can be used to differentiate voice, signaling and traditional data traffic based on IEEE 802.1p. In addition, Matrix V2 switches can also provide L2/L3/L4 traffic classification based on MAC address, IP address, DSCP, TCP/UDP port number and Ethertype. The Matrix E1 is an ideal standalone switch router for closet distribution and has QoS support for IP Telephony. Issue 1.0 (341 kb) Feb 16, 2004	App Note	Enterasys Secure Networks Solutions 800-872-8440 support@enterasys.com www.enterasys.com/services/support	United States															X	X															X																			
a T1 E&M Trunk Between Avaya IP Office and Inter-Tel AXXESS Issue 1.0 (1698 kb) Feb 9, 2004	App Note	Avaya	United States																											X																							
Implementing Avaya IP Office Server Frame Relay FRF.12 with a Cisco MC3810 Router and an Avaya S8300 Media Server and Avaya IP Telephones Issue 1.0 (557 kb) Dec 8, 2003	App Note	www.cisco.com	United States															X																																			
Avaya MERLIN MAGIX with an Avaya IP Office Server via ISDN PRI for Conferencing Issue 1.0 (516 kb) Nov 19, 2003	App Note	Avaya	United States								X																			X																							
an ISDN Primary Rate Interface between an Avaya IP Office Server and a Nortel Meridian Issue 1.0 (341 kb) Oct 31, 2003	App Note	Avaya	United States																											X																							
Avaya Media Servers and Media Gateways running MultiVantage Software and Avaya IP Office using Foundry Networks Infrastructure in a Third Party WAN Environment - Issue 1.0 (662 kb) Jun 3, 2003	App Note	BROCADE 1-888-BROCADE INT'L 1-408-333-4300 www.brocade.com	United States															X	X																																			
Avaya- Media Servers and Media Gateways running MultiVantage- Software and Avaya- IP Office Using Foundry Networks Infrastructure in an Avaya WAN Environment- Issue 1.0 (375 kb) Jun 3, 2003	App Note	BROCADE 1-888-BROCADE INT'L 1-408-333-4300 www.brocade.com	United States															X	X																																			
TriVium Inc. CallAnalyst V 5.51 with Avaya IP Office Server TriVium CallAnalyst is an application that facilitates reporting, costing, and analyzing a customer's phone system. It collects call records from the IP Office server via the SMDR (Station Message Detailed Record) log file. Issue 1.0 (235 kb) Mar 25, 2003	App Note	TriVium(503) 726-4300 support@triviumsys.com. For sales support, call (877) 439-9338	United States				X																																															
Zeacom Smart Connect and Smart Messaging with an Avaya IP Office Server Zeacom Smart Connect makes call routing decisions based upon caller profile, agent skills, time of day, number dialed and wait times. Smart Connect also provides real time and historical statistics, advises callers of their place in queue and offers Interactive Voice Response (IVR) functions. Smart Messaging has the capability to monitor and direct calls from an attendant station. It also includes voicemail and Auto attendant capabilities. Issue 1.0 (289 kb) Mar 25, 2003	App Note	Zeacom 18022 Cowan Suite #110 Irvine, CA 92614 United States 800-513-9002 FAX 949-252-0469 www.zeacom.com	New Zealand					X	X													X															X	X																	
Quad Analog Board Tech Tip 12 (137 kb) Mar 3, 2003	App Note	Avaya	United States																																																		
How to configure an H.323 IP trunk between an Avaya IP600 Internet Protocol Communication Server and Avaya IP Office Server - Issue 1.2 (111 kb) Feb 19, 2003	App Note	Avaya	United States																											X																							
Configuring the Juniper Networks SSG Security Platform and Steel-Belted Radius Authentication Server to Support Avaya VPNremote Phones - Issue 1.0 - July 07	App Note	www.juniper.net	United States															X												X																							
Configuring Cisco Adaptive Security Appliance (ASA) using Cisco Adaptive Security Device Manager (ASDM) VPN Wizard to Support Avaya VPNremote Phones - Issue 1.0 - July 07	App Note	www.cisco.com	United States															X												X																							
Configuring the Avaya VPNremote Phone for Certificate Authentication using the Cisco Adaptive Security Appliance (ASA) and the Microsoft Certificate Authority - Issue 1.0 - Aug 07	App Note	www.cisco.com	United States															X												X																							
Configuring Check Point VPN-1 Power/UTM to Support Avaya VPNremote Phones - Issue 1.0 - Oct 07	App Note	www.checkpoint.com	United States															X												X																							
Configuring Nortel VPN Router to Support Avaya VPNremote Phones - Issue 1.0 - Nov 07	App Note	Avaya	United States															X												X																							
Configuring Check Point VPN-1 Power/UTM to Support Avaya VPNremote Phones - Issue 1.1 - Dec 07	App Note	www.checkpoint.com	United States															X												X																							
Configuring Netgear ProSafe VPN Firewall FVX538 to Support Avaya VPNremote Phones using Xauth - Issue 1.0 - Dec 07	App Note	www.netgear.com	United States															X												X																							
Configuring Cisco PIX Security Appliance to Support Avaya VPNremote Phones	App Note	www.cisco.com	United States															X												X																							
Configuring a Cisco VPN Concentrator to Support Avaya VPNremote Phones	App Note	www.cisco.com	United States															X												X																							
Application Notes for Configuring Avaya Mobile Communication System (VPNremote Phone Option) with Clear Channel Satellite XtremeSat - Issue 1.0 - Apr 08	App Note	www.clearchannelsatellite.com	United States															X												X																							
Configuring VPNremote Telephones with Cisco Adaptive Security Appliance (ASA) 5510 using the Adaptive Security Device Manager (ADSM)	Tech Tip	www.cisco.com	United States															X												X																							
Configuring a VPN Remote IP Phone with a Netgear FVX538 VPN Router	Tech Tip	www.netgear.com	United States															X												X																							
Configuring a VPN Remote IP Phone with a Sonicwall Tz170 VPN Router	Tech Tip	SonicWALL 2001 Logic Drive San Jose, CA 95124-3452 United States 408 745-9600 www.sonicwall.com	United States															X												X																							
Configuring a VPN Remote IP Phone with an Adtran Netvanta 3305 VPN Router	Tech Tip	ADTRAN/Objectworld 555 Legget Drive Ottawa, Ontario K2K2X3 Canada 613-599-9698 613-599-7457 www.objectworld.com	Canada															X												X																							

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				911 / Emergency Communications	Application Suite	Attendant Console	Call Accounting/Billing	Call Control-Routing	Call/Contact Center	Multi-media Contact Center	Conferencing	Communications Continuity	Corporate Hoteling	CRM	Custom Application Development	Data Reporting/Warehousing	Help Desk	Infrastructure	Infrastructure Management	Managed Services	Messaging	Mobility	Multi-vendor Integration	Property Management	Quality Monitoring/Management	Recording Voice	Screen Pop	SIP Endpoints	SIP Trunks	VPN/remote solutions	PBX Networking/Trunking	Service Provider Access Trunking	Paging or Door Phones	Security	Speech Recognition	Unified Communications	Fax Server	Unified Messaging	Voice Mail-Unified Messaging	Wall Boards	Workforce Management	Banking	Finance	Government-Federal	Government-State & Local	Healthcare	Higher Education	Hospitality	Insurance	Legal	Manufacturing	Retail	Telecommunications	Transportation	Utilities
Configuring a VPN Remote IP Phone with a Kentrox Q2300 VPN Router	Tech Tip	Kentrox Support: +1 614-798-2000 opt. 3 800-733-5511 opt. 3 support@kentrox.com Sales: 800-733-5511 opt. 4 +1 614-798-2000 opt. 4 sales_support@kentrox.com www.kentrox.com/contact.aspx	United States															X												X																								
Configuring a VPN Remote IP Phone with a Netgear FVS338 VPN Router	Tech Tip	www.netgear.com	United States															X												X																								
Configuring Cisco Adaptive Security Appliance (ASA) using Cisco Adaptive Security Device Manager (ASDM) VPN Wizard to Support Avaya VPNremote Phones - Issue 1.1 - Jan 09	App Note	www.cisco.com	United States															X												X																								
Configuring Cisco 2821 Integrated Services Router (ISR)using the Command Line Interface (CLI) for Policy-BasedIPSec VPN and XAuth Enhanced Authentication tosupport Avaya VPNremote Phone -Issue 1.0 - Jan 10	App Note	www.cisco.com	United States															X												X																								
Configuring Avaya 9600 Series IP Telephone VPN feature for Certificate Authentication using Cisco 5510 Adaptive Security Appliance and Microsoft Certificate Authority with Avaya Aura Communication Manager running on Avaya Aura Midsize Enterprise Single Server - Issue 1.0 - Jul 10	App Note	www.cisco.com	United States															X												X																								
Configuring an IPSec VPN Tunnel between Avaya 96xx Series IP Telephones and a Cisco 2811 ISR Router - Issue 1.0 - Jan 10	App Note	www.cisco.com	United States															X												X																								